Shell Aviation

OMNI 3750 Manual

Revised 02/21/2005

Table Of Contents

1. GENERAL INFORMATION .. 4

1.1 Main Features Of The System 4
1.2 How To Use This Manual 4
1.3 What To Do If You Encounter An Issue 4
1.4 Quick Reference Guide 5
1.5 Glossary Of Terms Used In This Manual 6
1.6 Description Of The Equipment 8
1.7 Special Keys 8
1.8 Passwords 10

2. POS DEVICE FUNCTIONALITY DESCRIPTION 11

2.1 Passwords - Description Of Different Passwords Profiles And Functions 11
2.2 Downloading Software 11
2.3 Description Of Manager Password Specific Functions 11
2.4 Description Of End Of Day Settlement Process 12
2.5 Product Codes And Label Description 12
2.6 Manual Authorization 14

3. STEP BY STEP DAILY TRANSACTION PROCESSING GUIDE 15

3.1 Sales Transactions 15
3.2 Credit Notes 22
3.3 Post Authorization Of A Transaction 28
3.4 Cash Sales 34
3.5 Voiding A Transaction 38
3.6 Reprinting A Transaction 41
3.7 Pre Authorization Of A Transaction 44

4. SETTLEMENT 48

4.1 How To Do An End Of Day Settlement 48

5. CONFIGURING THE POS DEVICE - MANAGER MENUS 52

5.1 Description Of The Menus And Possible Configurable Parameters On The Device 52
5.1 Configuring Your Location Details 59
5.2 Setting Prices Of Products 62
5.3 Setting Taxes And Charges 64
5.4 Setting Authorized Products 68
5.5 Setting Phone Numbers For Authorization And Settlement 70
5.6 Setting The Clock 72
5.7 Printing All The Menus 74
5.8 Update Menu 74

6. REPORTS 75

6.1 Printing POS Reports 75

7. PRODUCT CODES 77

7.1 Printing The Product Codes Menu 77

8. TROUBLESHOOTING 78

8.1 TROUBLESHOOTING 78

9. CASE SCENARIOS..... 80

9.1 CHANGING LOCATION VAT NUMBER 80
9.2 CHANGING PRICE - JET A1 82
9.3 CHANGING TAX/CHARGES - VAT-JET <= 2300 LT, AIRFIELD FEE, JET A1 84
9.4 SETTING UP CUSTOM PRODUCT CODE 51 90
9.5 CHANGING CLOCK 92

10. UNITS OF MEASURE CONVERSIONS..... 95

1. General Information

1.1 Main Features Of The System

Features of this system include:

- Electronic approval for credit cards
- Detailed, legible receipts and reports
- Complete electronic processing of aviation credit cards
- Automated cash-sale processing
- Invoice reprint capability
- Easy-to-understand prompts to guide transaction input

1.2 How To Use This Manual

This manual is designed as a self-study guide and reference manual. Employees should take time to read this manual carefully in order to understand completely how to use the OMNI 3750 Point-Of-Sale (POS) terminal. This machine offers a very user-friendly, menu-driven program to allow for easier processing with the minimum number of steps. The manual should be kept close to the POS so that it can be referred to quickly. This manual contains answers to the most often-asked questions. If it does not have a particular answer, Shell Aviation POS Support is available 24 hours/day, seven days/week at 800 7671 9820.

For information related to customization of the POS, refer to the **Configuring The POS Device - Manager Menus** section.

All numbers and amounts shown in this manual are representational only. Real values should be used.

1.3 What To Do If You Encounter An Issue

Follow these steps if you encounter a problem using the POS:

1. Locate the transaction, operation, or function you are attempting to perform in this manual. Follow through the instructions to ensure that you are providing the POS with all required and correct information.

2. Check with your manager and fellow employees to see whether they have experienced the same problem and, if so, how they resolved it.

3. Call Shell Aviation POS Support at 800 7671 9820 (have your 11-digit Terminal ID available and the details of your problem).

1.4 Quick Reference Guide

This page may be photocopied and the copy kept separate from the manual to be used for faster reference. You should fill in any custom product codes that have been programmed. This guide will be most useful and easily understood after all training materials provided have been reviewed.

Shell Terminal ID: _____

Custom Product Codes:

51: _____
52: _____
53: _____
54: _____
55: _____

The following cards will be accepted through the POS:

- Shell Aviation
- Shell Contract Fuel
- Shell Carnet

Transaction	Use Keys	Function
Cash Sale	[Cash]	Used to generate a receipt for a cash purchase.
Credit	[Credit]	Used to refund a cardholder for goods and/or services.
Post Authorization	[Post Auth]	Used to charge a cardholder for goods and/or services when an approval code has been obtained over the phone.
Pre Authorization	[More], [Pre Auth]	Used to obtain a reference number on a Shell Aviation or Contract Fuel card prior to purchases of goods and/or services.
Reports	[More], [More], [Reports]	Used to reprint the batch review by invoice, review by product, balance, or settlement of the current batch or any of the three (3) most recently settled batches.

Transaction	Use Keys	Function
Reprint	[More], [Reprint]	Used to reprint an invoice from the current batch or any of the three (3) most recently settled batches.
Sale	[Sale] or Swipe Card	Used to charge a cardholder for goods and/or services.
Void	[More], [Void]	Used to remove an invoice from the current batch.

1.5 Glossary Of Terms Used In This Manual

ALPHA KEY - Used to convert numbers into letters. Push the key on which the letter you wish to use is located, then push [Alpha] until the desired letter appears.

BACKSPACE KEY - Used to erase the last character entered.

BATCH - A series of transactions entered into the POS that are stored until the information is electronically transmitted to the processing center.

BATCH BALANCE - A printout of totals by card type for all transactions in the current batch.

BATCH REVIEW BY INVOICE - A printout of all transactions in the current batch showing card type and invoice total. A voided transaction will not have an amount listed.

BATCH REVIEW BY PRODUCT - A printout of all transactions in the current batch showing product code description, quantity, and invoice total.

BATCH SETTLEMENT - A printout of the electronic transmittal of the current batch to the processing center.

CASH SALE - A charge for purchases when cash is used as payment.

CHARACTER - A number, letter, or symbol that may be entered into the POS.

CLEAR KEY - Used to exit the transaction, operation, or function that is currently being performed.

CREDIT - Used to refund a credit card charge. If a transaction in the current batch needs to be cancelled, see VOID.

CREDIT CARD SALE - MANUAL ENTRY - A charge to a credit card for which the account information is keyed into the POS manually.

CREDIT CARD SALE - SWIPED ENTRY - A charge to a credit card for which the card is swiped through the POS and the account information is read from the magnetic stripe.

CUSTOM PRODUCT CODES - Codes 51-55 are designed to accommodate products and services not included in the master Shell product code list. Custom codes are for receipt purposes only and not for billing purposes.

DATA CAPTURE - Process of storing transactions in the POS until they are transmitted to the processing center.

ENTER KEY - Used to indicate that the entry is complete or should be null on any given transaction, operation, or function.

MANAGER KEY - Accesses menus that store information on fuel prices, taxes/charges, location information, and additional information that is utilized in the daily operation of the POS.

OMNI 3750 - VeriFone POS device used for electronic approval and data capture.

PAPER TICKET - A document including the information necessary to charge a credit card other than through the POS, either completed by hand or using an imprinter.

PASSWORD - Used to access various transactions, operations, or functions. Passwords can vary from three (3) to eight (8) alphanumeric characters. Password protection helps eliminate unauthorized persons from accessing certain items in the POS.

POS - Point Of Sale

POST AUTHORIZATION - A manual credit card sale entered into the POS after a valid approval code has been obtained over the phone.

PRICE TABLE - Stores fuel prices. These are stored as items 1-9 in the Price Table in the Price Menu.

PRODUCT TABLE - Provides information on specific tax/charges and what product or service they are associated with.

QUERY - Tax/charge setting to determine whether a tax/charge is applied during a transaction.

REPORTS - Function to print past batch reviews, balances, or settlement receipts. Up to three (3) previous batch reviews, balances, or settlement receipts can be retrieved.

REPRINT - Prints a copy of an invoice from the current batch or any of the three (3) most recently settled batches.

SALE - A charge to a credit card.

SWIPE - Process of inserting a credit card into the POS card reader with the magnetic stripe facing down and to the inside, then pulling down from the top to the bottom of the card reader. This allows the POS to read the information stored on the card.

TAX/CHARGE TABLE - Provides information on specific tax/charges, their rate type, what they apply to, and whether they will always apply, query, or never apply during a transaction.

VOID - Cancellation of a transaction in the current batch. If you need to refund a credit card, see CREDIT.

1.6 Description Of The Equipment

The OMNI 3750 is programmed to provide you with an electronic-approval and data-capture system. The Shell overlay and product codes receipt will serve as a quick guide to operations. For detailed instructions on how to use the POS, refer to the various sections of this manual. The following is a summary of important features of the POS that are utilized with this software.

Display: Guides you through each type of transaction, operation, or function. By following the prompts and watching for error messages, you should have no difficulty in operating the POS. If you encounter an error message that you do not understand, and that is not located in this manual, call Shell Aviation POS Support at 800 7671 9820.

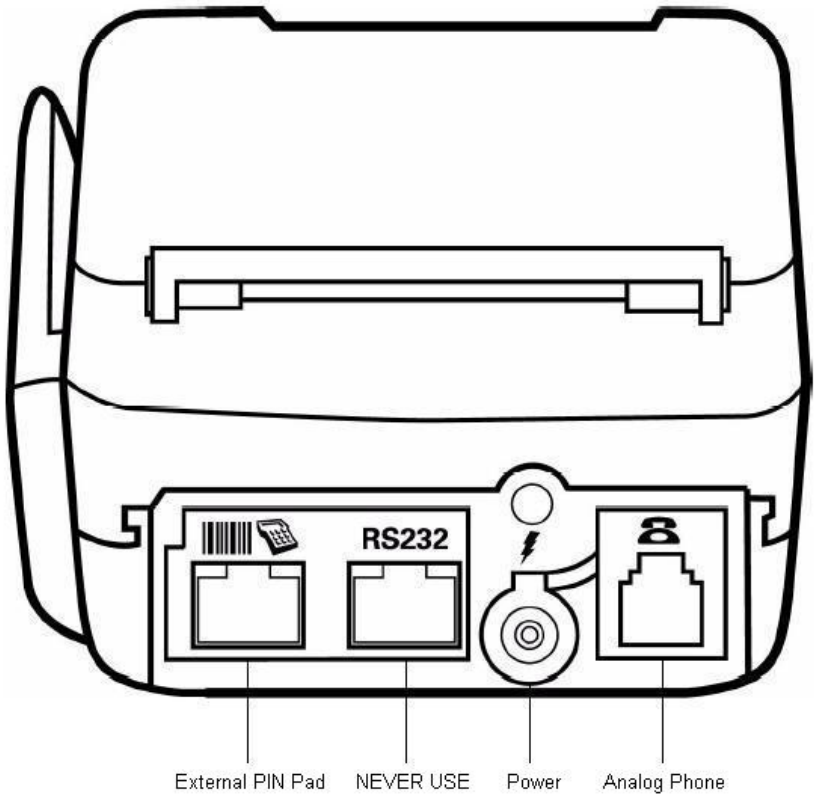
Phone Port: There is one (1) analog phone port on the POS used to dial out for authorization and settlement.

External PIN Pad Port: There is one (1) external PIN Pad port on the POS used for entering PINs.

1.7 Special Keys

[Back]: Accesses the previous screen.
[More]: Accesses the next screen.
[Exit]: Exits the current screen.
[Feed]: Feeds the paper through.

Diagram 1.1 OMNI 3750



Note: All pictures provided in this section have been reproduced from the VeriFone OMNI 3750 Installation Guide.

Diagram 1.2 OMNI 3750

Note: All pictures provided in this section have been reproduced from the VeriFone OMNI 3750 Installation Guide

1.8 Passwords

Passwords are used with the OMNI 3750 to eliminate unauthorized access to restricted transactions, operations, and functions. There are three levels of password protection - Operator, Manager, and System. The Operator and Manager passwords should be maintained by the manager. The System password is maintained by Shell Aviation POS Support.

Passwords may be any combination of numbers and letters up to eight (8) characters. Letters are entered using the [Alpha] key as described in both the **Glossary Of Terms** and **Equipment** sections. Following are examples of valid passwords:

12345678
HELLO
A1B2C3
1AB

You should avoid passwords that might be obvious to any non-employees such as location name, city, etc.

Passwords should be changed periodically to maintain security, as well as any time an employee leaves the company.

When passwords are being entered into the POS, an asterisk (*) is displayed in place of each character for security purposes.

2. POS Device Functionality Description

2.1 Passwords - Description Of Different Passwords Profiles And Functions

The software has three levels of passwords, each password containing three (3) to eight (8) alphanumeric characters.

Manager - This gives access to the Location, Price, Tax/Charges, Phone, and Clock menus. This also allows changing of the Manager and Operator Passwords.

Operator - This gives access to Credit, Post Authorization, Void, Pre Authorization, and Settlement functions.

System - This is known only by Shell Aviation POS Support staff and allows access to system information.

2.2 Downloading Software

Please contact Shell Aviation POS Support at 800 7671 9820 for assistance with downloads.

2.3 Description Of Manager Password Specific Functions

The following functions should be accessible only with the Manager Password. Access to these functions is initiated by pushing [Manager].

1. Location Menu: Used to store the following fields:

- Five-digit Location ID
- 11-digit Terminal ID
- Five-digit Carnet ID
- VAT Number
- Location Name
- Location Address 1
- Location Address 2
- Location City
- Location Country
- Location Postal Code
- Location Phone Number
- Custom Ticket Messages
- Policy Table
  - Shell Aviation
  - Shell Carnet
  - Manual Entry Prompts
  - Contract Fuel
  - Operator ID
  - Pre Auth
  - Charter Market
- Batch Number

- Invoice Number
- Operator Password
- Manager Password
- Operator IDs
- Software Version

2. **Price Menu:** Used to store fuel prices, charter market threshold, and units of measure**.**
3. **Tax/Charges Menu:** Used to store tax/charges information**.**
4. **Product Codes Menu:** Used to store product code status, price format, and contract status**.**
5. **Phone Menu:** Used to store phone numbers that the POS dials and the data transmission (baud) rate.
   Note: DO NOT alter items other than Dial Prefix unless directed to do so by Shell Aviation POS Support.
6. **Clock Menu:** Used to store time and date information.

2.4 Description Of End Of Day Settlement Process

Settlement is used to electronically transmit the current batch information to the processing center. This process involves printing the following:

1. **Batch Review By Invoice**: A printout of all transactions in the current batch showing card type and invoice total. A voided transaction will not have an amount listed.

2. **Batch Review By Invoice**: A printout of all transactions in the current batch showing product code description, quantity, and invoice total.

3. **Batch Balance**: A printout of totals by card type for all transactions in the current batch.

4. **Batch Settlement**: A printout of the electronic transmittal of the current batch to the processing center.

2.5 Product Codes And Label Description

FUEL	**OIL/ADDITIVES**
01: Jet A Fuel	10: Fuel Additive
02: Jet A Fuel W/ Add	11: Oil
03: Jet Fuel JP-8	12: A/S TEO
04: Jet A1	13: A/S PEO
05: Jet A1 AL 48	14. A/S Fluids
06: Shell AeroJet	15: A/S Greases
07: Avgas 100LL	
08: Avgas 80LL	
09: Other Fuel	

OTHER:

16: APU
17: GPU
18: Maintenance
19: Aircraft Cleaning
20: Tie Down
21: Pilot Supplies
22: Catering
23: Charter
24: LAV
25: De-Icing
26: Flight Instruction
27: Flt. Plan/Weather
28: Hangar Rental
29: Aircraft Rental
30: Car Rental
31: Dry Cleaning
32: Fees
33: Ground Handling Fee
34: Transportation Fee
35: Misc. Service Fee
36: Standard Charge Fee
37: Refuelling/Defuelling
38: Miscellaneous
51-55: Custom

2.6 Manual Authorization

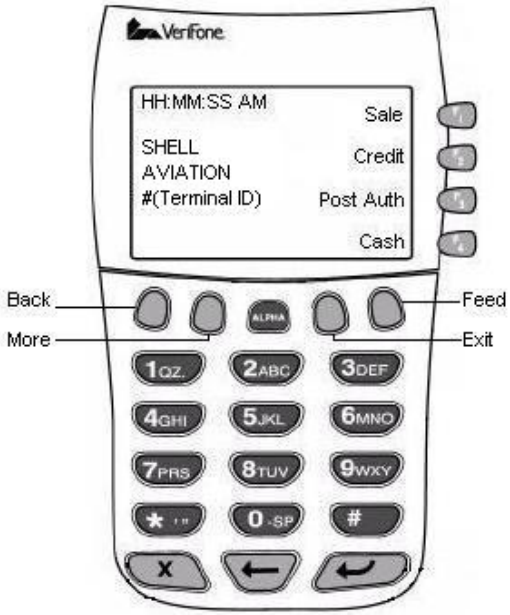
Card Center Phone Numbers

Card Center	Merchant #	Phone
Shell Aviation		800 7671 9820
Shell Contract Fuel		800 7671 9820
Shell Carnet		800 7671 9820

3. Step By Step Daily Transaction Processing Guide

3.1 Sales Transactions

IDLE PROMPT



1. To begin a Sale, swipe the Card or push [Sale].

If 'Operator ID' is 'On', the POS prompts for the Operator ID.

2. If [Sale] is pushed, swipe the Card or enter the Card Number, then push [Enter].

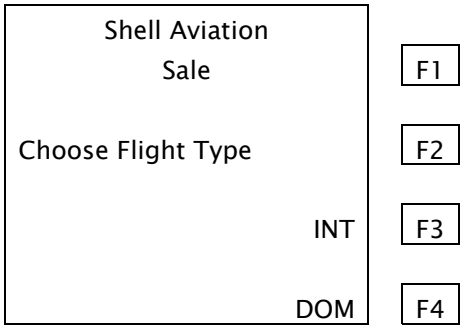
Sale	
	F1
Swipe Card Or Enter Card Number	F2
->	F3
	F4

3. If the Card Number is entered manually, the POS prompts for the Expiration Date. Enter the Expiration Date, then push [Enter].

Shell Aviation Sale	
	F1
Enter Exp. Date (MMYY)	F2
	F3
->	F4

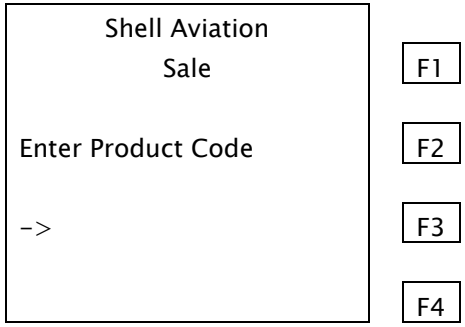
If 'Manual Entry Prompts' is 'On', the POS prompts for the Invoice Number and Invoice Date.

4. Choose the Flight Type.



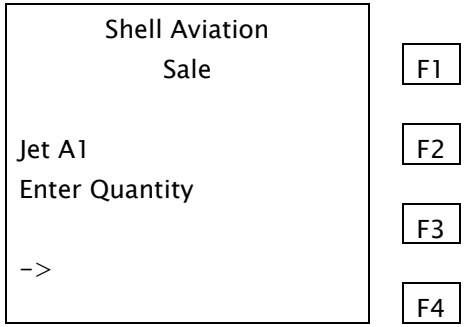
If a Shell Aviation or Contract Fuel Card is swiped or entered and 'Pre Auth' is 'On', the POS prompts for the Reference Number.

5. Enter a Product Code, then push [Enter].



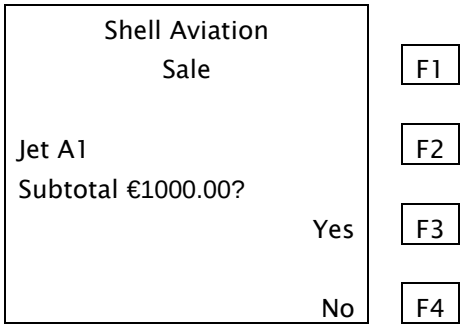
If a Product Code is 'Off' in the Product Codes Menu, the POS will display 'Inactive Product Code'.

6. Enter the Quantity (if applicable), then push [Enter].

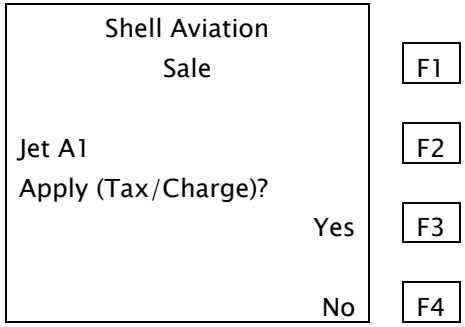


7. The POS will use the programmed Price if there is one. If not, enter the Price, then push [Enter].

8. Push [Yes] to accept or [No] to decline the Subtotal. This amount does not include Taxes/Charges or Subtotals for other Product Codes.



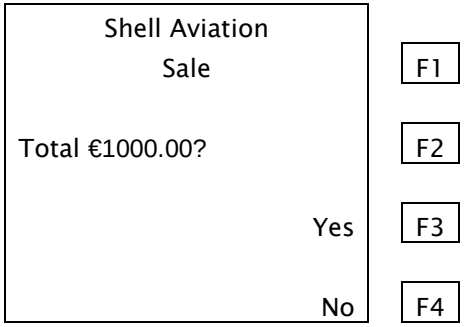
9. If the Product Code has Associated Taxes/Charges listed in the Product Table and the Taxes/Charges are programmed in the Tax/Charges Table, the POS will either calculate the Tax/Charge automatically or prompt 'Apply (Tax/Charge Type)?'. Push [Yes] or [No] to apply or not apply the Tax/Charge.



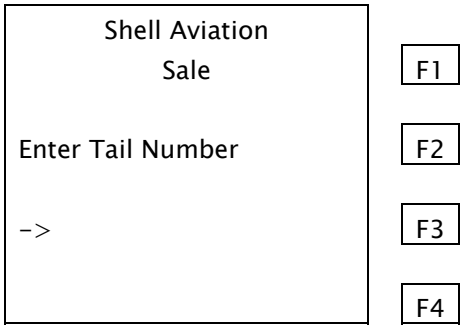
The POS uses the programmed amount to calculate Tax/Charge, then prompts for the next Associated Tax/Charge (prompts are repeated for all Associated Taxes/Charges).

10. The POS prompts for the next Product Code (return to Step 5).

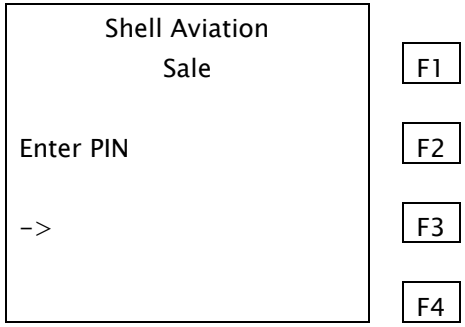
11. When ONLY [Enter] is pushed at Step 5, the POS prompts for confirmation of the Total Sale Amount. Push [Yes] to accept or [No] to decline the Total.



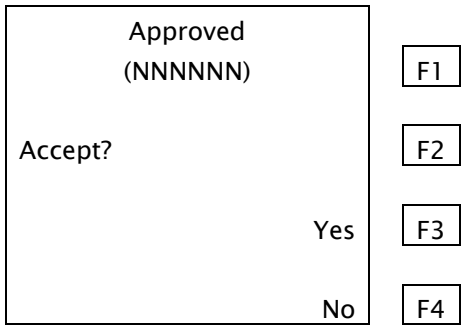
12. Enter the Tail Number (if applicable), then push [Enter].



13. Enter the PIN (if applicable), then push [Enter].



14. The POS dials for approval. If approved, the POS displays the Approval Code. Push [Yes] to accept the Sale and print the location receipt, or [No] to cancel.



15. Push any key to print the customer receipt.
If [Clear] is pushed at any time, the POS prompts to 'Cancel?'. Push [Yes] to cancel or [No] to continue.

The following pages show examples of Sale receipts for Shell Aviation, Shell Contract Fuel, and Shell Carnet.

Shell Aviation

29/10/04 11:31:15 AM

Shell Contract Fuel Sale

Location #: 16000 VAT #: 1234
Terminal ID: 10011234567

Test Merchant
oy Shell ab
1 Airport Rd.
Capital, Finland
652-HG5
22-743-99-000 VN.N.XXX.N.N

Batch 100 Invoice 100016

Operator ID: CSR

Customer:
Lou Glass
Card #: 7000123456784444
Exp. Date: 11/06
Tail #: 12345
Flight: INT

CONTRACT PRICED

Jet A1 AL 48 2350.00 LT

Auth Code 6637

Cardholder Signature

X_____
I AGREE TO PAY THE TOTAL AMOUNT FOR THE ABOVE TRANSACTION ACCORDING TO THE TERMS AND CONDITIONS OF OUR CONTRACT

THANK YOU FOR VISITING
OUR LOCATION

Merchant Copy

Shell Aviation

29/10/04 10:31:15 AM

Shell Aviation Sale

Location #: 16000 VAT #: 1234
Terminal ID: 10011234567

Test Merchant
oy Shell ab
1 Airport Rd.
Capital, Finland
652-HG5
22-743-99-000 VN.N.XXX.N.N

Batch 100 Invoice 100000

Operator ID: CSR

Customer:
Lou Glass
Card #: 7000123456784444
Exp. Date: 11/06
Tail #: 12345
Flight: INT

Jet A1 1000.00 LT		
@ €1.0000/LT	€	1000.00
VAT-Jet <= 2300 LT		
@ 5.00%	€	50.00
Total Inc VAT	€	1050.00
Total VAT	€	50.00

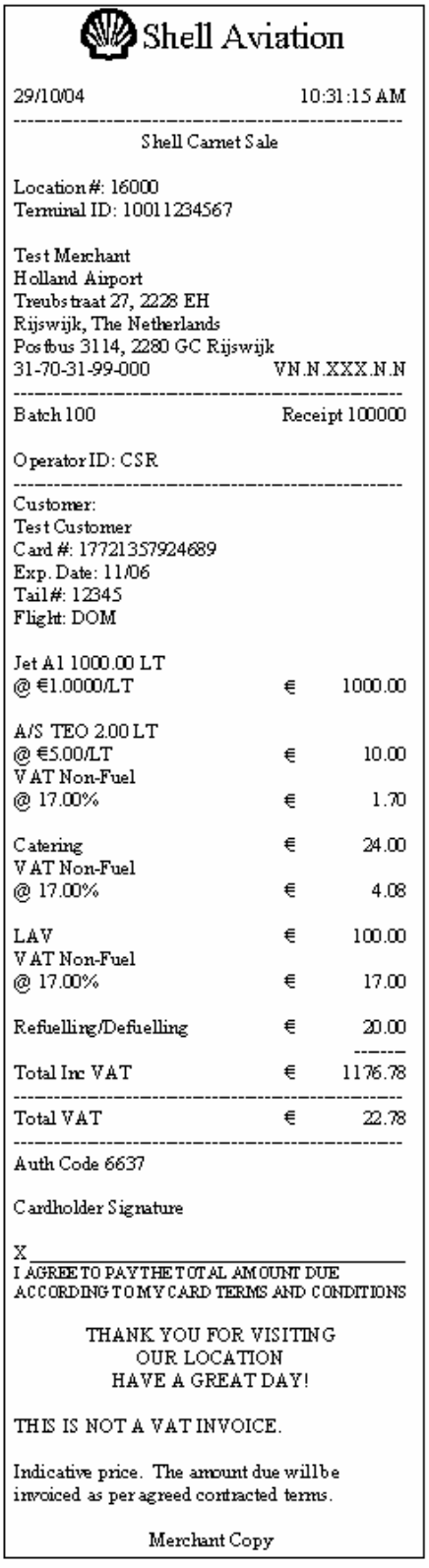
Auth Code 6637

Cardholder Signature

X_____
I AGREE TO PAY THE TOTAL AMOUNT DUE ACCORDING TO MY CARD TERMS AND CONDITIONS

THANK YOU FOR VISITING
OUR LOCATION

Merchant Copy



Shell Aviation

29/10/04 10:31:15 AM

Shell Carnet Sale

Location #: 16000
Terminal ID: 10011234567

Test Merchant
Holland Airport
Treubstraat 27, 2228 EH
Rijswijk, The Netherlands
Postbus 3114, 2280 GC Rijswijk
31-70-31-99-000 VN.N.XXX.N.N

Batch 100 Receipt 100000

Operator ID: CSR

Customer:
Test Customer
Card #: 17721357924689
Exp. Date: 11/06
Tail #: 12345
Flight: DOM

Jet A1 1000.00 LT		
@ €1.0000/LT	€	1000.00
A/S TEO 2.00 LT		
@ €5.00/LT	€	10.00
VAT Non-Fuel		
@ 17.00%	€	1.70
Catering	€	24.00
VAT Non-Fuel		
@ 17.00%	€	4.08
LAV	€	100.00
VAT Non-Fuel		
@ 17.00%	€	17.00
Refuelling/Defuelling	€	20.00
Total Inc VAT	€	1176.78
Total VAT	€	22.78

Auth Code 6637

Cardholder Signature

X_____
I AGREE TO PAY THE TOTAL AMOUNT DUE
ACCORDING TO MY CARD TERMS AND CONDITIONS

THANK YOU FOR VISITING
OUR LOCATION
HAVE A GREAT DAY!

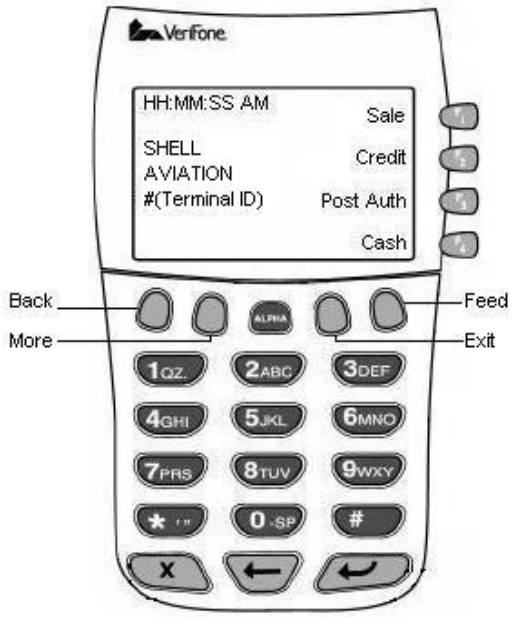
THIS IS NOT A VAT INVOICE.

Indicative price. The amount due will be invoiced as per agreed contracted terms.

Merchant Copy

3.2 Credit Notes

IDLE PROMPT



Note: Processing a Credit creates a refund on a Card. To place a charge on a Card, see Sale (Section 3.1).

1. To begin a Credit, push [Credit].

If 'Operator ID' is 'On', the POS prompts for the Operator ID.

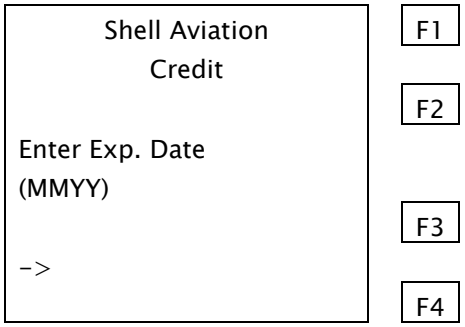
2. Enter the Operator Password, then push [Enter].

Enter Operator Password ->	F1 F2 F3 F4

3. Swipe the Card or enter the Card Number, then push [Enter].

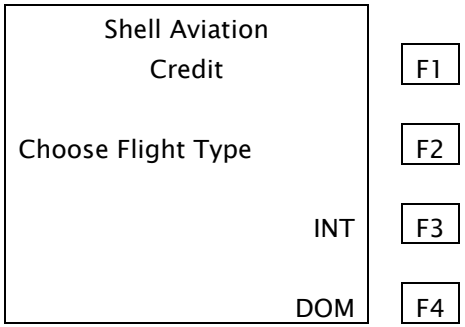
Credit Swipe Card Or Enter Card Number ->	F1 F2 F3 F4

4. If the Card Number is entered manually, the POS prompts for the Expiration Date. Enter the Expiration Date, then push [Enter].

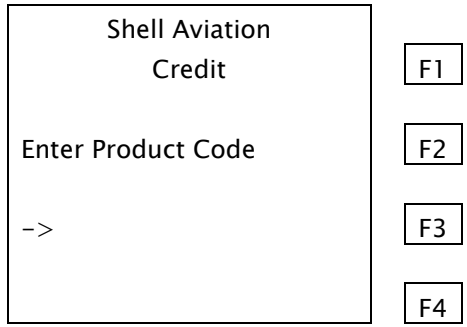


If 'Manual Entry Prompts' is 'On', the POS prompts for the Invoice Number and Invoice Date.

5. Choose the Flight Type.

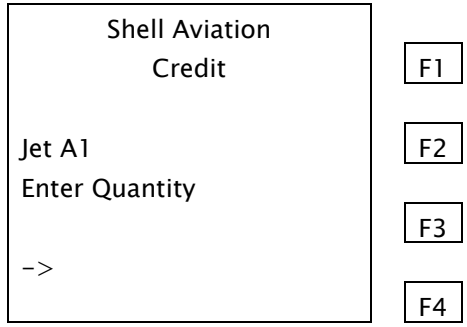


6. Enter a Product Code, then push [Enter].



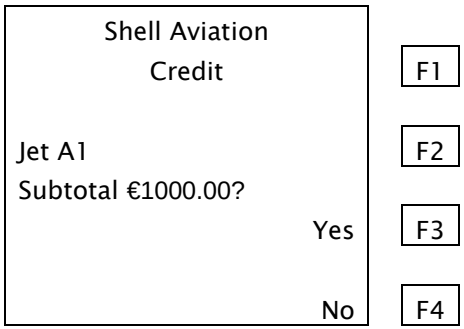
If a Product Code is 'Off' in the Product Codes Menu, the POS will display 'Inactive Product Code'.

7. Enter the Quantity (if applicable), then push [Enter].

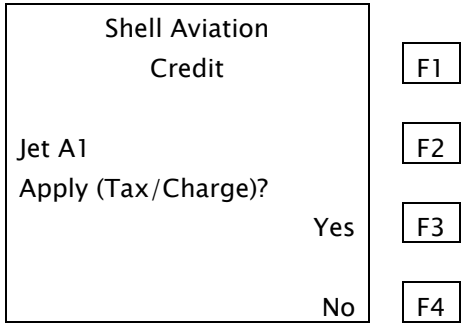


8. The POS will use the programmed Price if there is one. if not, enter the Price, then push [Enter].

9. Push [Yes] to accept or [No] to decline the Subtotal. This amount does not include Taxes/Charges or Subtotals for other Product Codes.



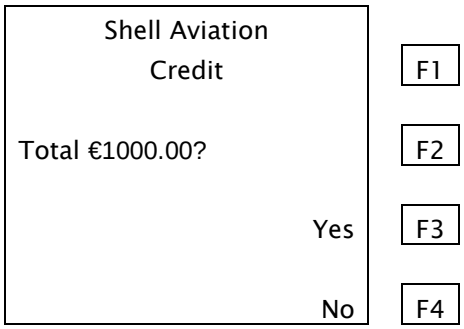
10. If the Product Code has Associated Taxes/Charges listed in the Product Table and the Taxes/Charges are programmed in the Tax/Charges Table, the POS will either calculate the Tax/Charge automatically or prompt 'Apply (Tax/Charge Type)?'. Push [Yes] or [No] to apply or not apply the Tax/Charge.



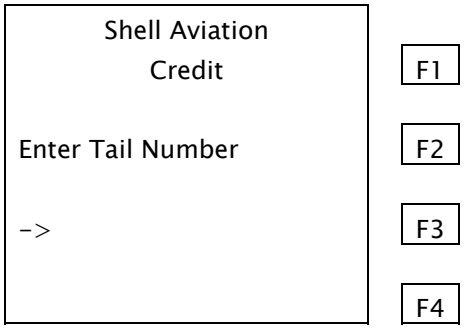
The POS uses the programmed amount to calculate Tax/Charge, then prompts for the next Associated Tax/Charge (prompts are repeated for all Associated Taxes/Charges).

11. The POS prompts for the next Product Code (return to Step 6).

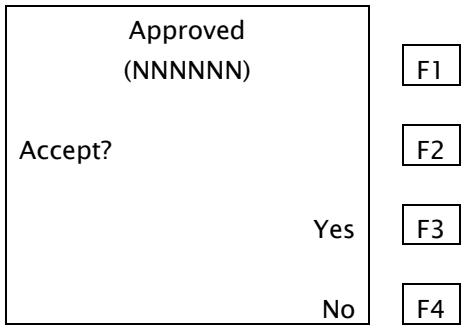
12. When ONLY [Enter] is pushed at Step 6, the POS prompts for confirmation of the Total Sale Amount. Push [Yes] to accept or [No] to decline the Total.



13. Enter the Tail Number (if applicable), then push [Enter].



14. The POS dials for approval (if applicable). If approved, the POS displays the Approval Code. Push [Yes] to accept the Credit and print the location receipt, or [No] to cancel.



15. Push any key to print the customer receipt.

If [Clear] is pushed at any time, the POS prompts to 'Cancel?'. Push [Yes] to cancel or [No] to continue.

The following pages show examples of Credit receipts for Shell Aviation, Shell Contract Fuel, and Shell Carnet.

Shell Aviation

29/10/04 10:31:15 AM

Shell Contract Fuel Credit

Location #: 16000 VAT #: 1234
Terminal ID: 10011234567

Test Merchant
oy Shell ab
1 Airport Rd.
Capital, Finland
652-HG5
22-743-99-000 VN.N.XXX.N.N

Batch 100 Invoice 100024

Operator ID: CSR

Customer:
Jeremy Davis
Card #: 7000123456789012
Exp. Date: 11/06
Tail #: N555
Flight: DOM

CONTRACT PRICED

Jet A1 AL 48 2350.00 LT

Auth Code 6637

Cardholder Signature

X_____
YOUR ACCOUNT WILL BE CREDITED WITH THE ABOVE AMOUNT

THANK YOU FOR VISITING
OUR LOCATION
HAVE A GREAT DAY!

Merchant Copy

Shell Aviation

29/10/04 10:31:15 AM

Shell Aviation Credit

Location #: 16000 VAT #: 1234
Terminal ID: 10011234567

Test Merchant
oy Shell ab
1 Airport Rd.
Capital, Finland
652-HG5
22-743-99-000 VN.N.XXX.N.N

Batch 100 Invoice 100024

Operator ID: CSR

Customer:
Jeremy Davis
Card #: 7000123456789012
Exp. Date: 11/06
Tail #: N555
Flight: DOM

Catering	€	24.00
VAT Non-Fuel @ 17.00%	€	4.08
Refuelling/Defuelling	€	20.00
Total Inc VAT	€	-48.08
Total VAT	€	-4.08

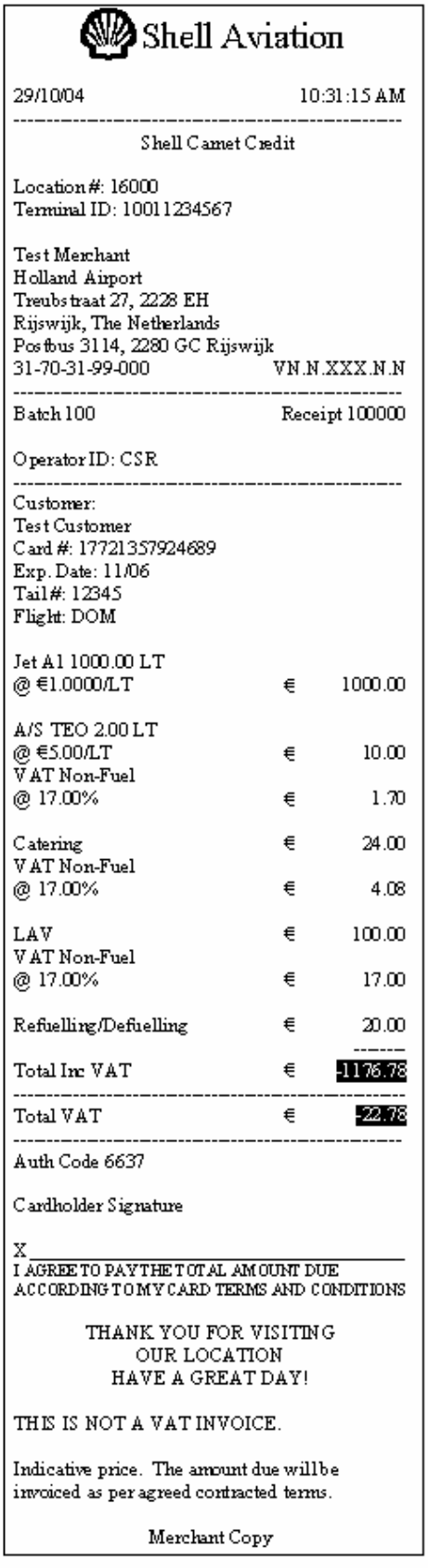
Auth Code 6637

Cardholder Signature

X_____
YOUR ACCOUNT WILL BE CREDITED WITH THE ABOVE AMOUNT

THANK YOU FOR VISITING
OUR LOCATION

Merchant Copy



Shell Aviation

29/10/04 10:31:15 AM

Shell Carnet Credit

Location #: 16000
Terminal ID: 10011234567

Test Merchant
Holland Airport
Treubstraat 27, 2228 EH
Rijswijk, The Netherlands
Postbus 3114, 2280 GC Rijswijk
31-70-31-99-000 VN.N.XXX.N.N

Batch 100 Receipt 100000

Operator ID: CSR

Customer:
Test Customer
Card #: 17721357924689
Exp. Date: 11/06
Tail #: 12345
Flight: DOM

Jet A1 1000.00 LT @ €1.0000/LT	€	1000.00
A/S TEO 2.00 LT @ €5.00/LT	€	10.00
VAT Non-Fuel @ 17.00%	€	1.70
Catering	€	24.00
VAT Non-Fuel @ 17.00%	€	4.08
LAV	€	100.00
VAT Non-Fuel @ 17.00%	€	17.00
Refuelling/Defuelling	€	20.00
Total Inc VAT	€	-1176.78
Total VAT	€	-22.78

Auth Code 6637

Cardholder Signature

X_____
I AGREE TO PAY THE TOTAL AMOUNT DUE
ACCORDING TO MY CARD TERMS AND CONDITIONS

THANK YOU FOR VISITING
OUR LOCATION
HAVE A GREAT DAY!

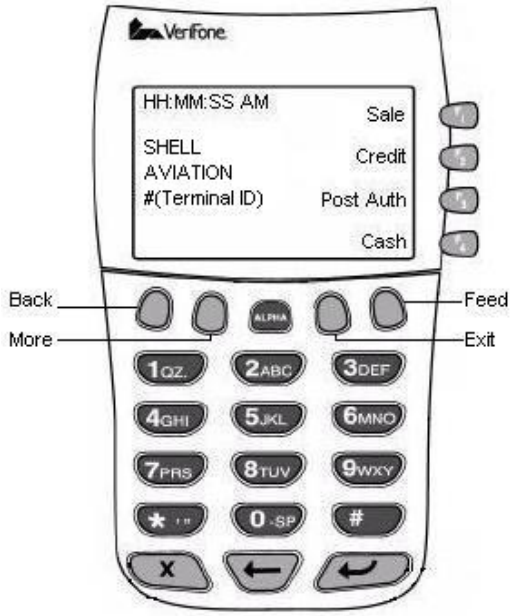
THIS IS NOT A VAT INVOICE.

Indicative price. The amount due will be invoiced as per agreed contracted terms.

Merchant Copy

3.3 Post Authorization Of A Transaction

IDLE PROMPT



Note: Post Authorization should ONLY be used when you call a card center to obtain an Approval Code via voice authorization. If you receive a Reference Number with a Pre Authorization, you MUST use Sale.

1. To begin a Post Authorization, push [Post Auth].

   If 'Operator ID' is 'On', the POS prompts for the Operator ID.

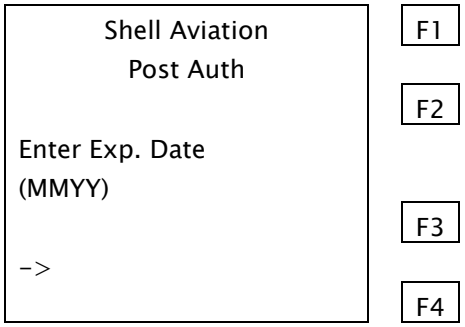
2. Enter the Operator Password, then push [Enter].

Enter Operator Password ->	F1 F2 F3 F4

3. Swipe the Card or enter the Card Number, then push [Enter].

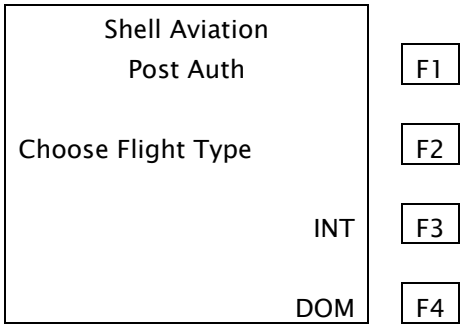
Post Auth Swipe Card Or Enter Card Number ->	F1 F2 F3 F4

4. If the Card Number is entered manually, the POS prompts for the Expiration Date. Enter the Expiration Date, then push [Enter].

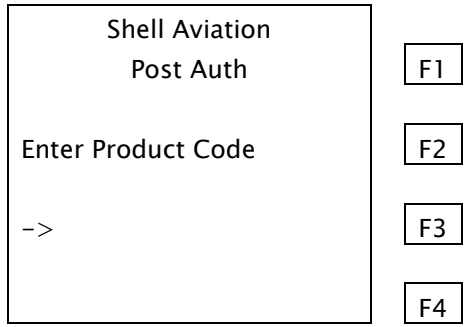


If 'Manual Entry Prompts' is 'On', the POS prompts for the Invoice Number and Invoice Date.

5. Choose the Flight Type.

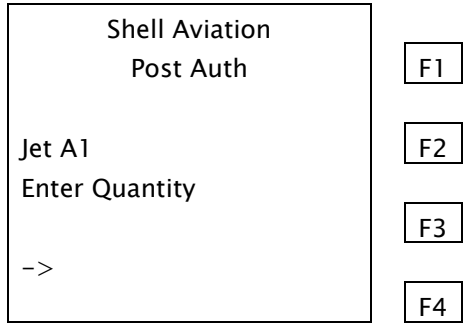


6. Enter a Product Code, then push [Enter].



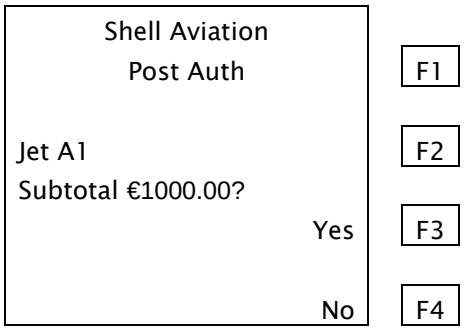
If a Product Code is 'Off' in the Product Codes Menu, the POS will display 'Inactive Product Code'.

7. Enter the Quantity (if applicable), then push [Enter].

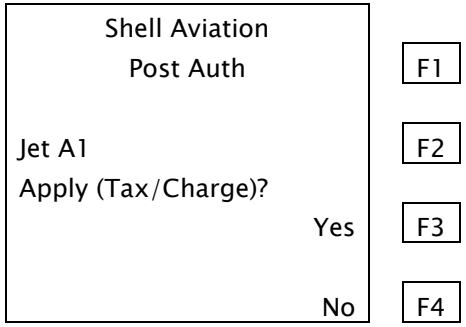


8. The POS will use the programmed Price if there is one. if not, enter the Price, then push [Enter].

9. Push [Yes] to accept or [No] to decline the Subtotal. This amount does not include Taxes/Charges or Subtotals for other Product Codes.



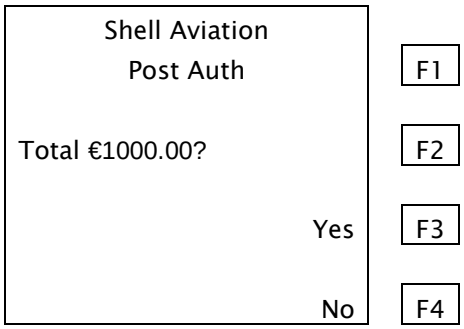
10. If the Product Code has Associated Taxes/Charges listed in the Product Table and the Taxes/Charges are programmed in the Tax/Charges Table, the POS will either calculate the Tax/Charge automatically or prompt 'Apply (Tax/Charge Type)?'. Push [Yes] or [No] to apply or not apply the Tax/Charge.



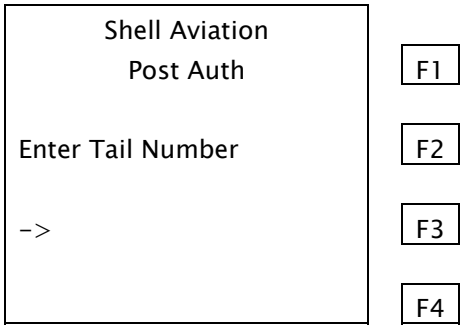
The POS uses the programmed amount to calculate Tax/Charge, then prompts for the next Associated Tax/Charge (prompts are repeated for all Associated Taxes/Charges).

11. The POS prompts for the next Product Code (return to Step 6).

12. When ONLY [Enter] is pushed at Step 6, the POS prompts for confirmation of the Total Sale Amount. Push [Yes] to accept or [No] to decline the Total.



13. Enter the Tail Number (if applicable), then push [Enter].



14. The POS prints the location receipt, then push any key to print the customer receipt.

If [Clear] is pushed at any time, the POS prompts to 'Cancel?'. Push [Yes] to cancel or [No] to continue.

The following pages show examples of Post Authorization receipts for Shell Aviation, Shell Contract Fuel, and Shell Carnet.

Shell Aviation

29/10/04 11:31:15 AM

Shell Contract Fuel Post Authorization

Location #: 16000 VAT #: 1234
Terminal ID: 10011234567

Test Merchant
oy Shell ab
1 Airport Rd.
Capital, Finland
652-HG5
22-743-99-000 VN.N.XXX.N.N

Batch 100 Invoice 100016

Operator ID: CSR

Customer:
Lou Glass
Card #: 7000123456784444
Exp. Date: 11/06
Tail #: 12345
Flight: INT

CONTRACT PRICED

Jet A1 AL 48 2350.00 LT

Auth Code 6637

Cardholder Signature

X_____
I AGREE TO PAY THE TOTAL AMOUNT FOR THE ABOVE TRANSACTION ACCORDING TO THE TERMS AND CONDITIONS OF OUR CONTRACT

THANK YOU FOR VISITING
OUR LOCATION

Merchant Copy

Shell Aviation

29/10/04 10:31:15 AM

Shell Aviation Post Authorization

Location #: 16000 VAT #: 1234
Terminal ID: 10011234567

Test Merchant
oy Shell ab
1 Airport Rd.
Capital, Finland
652-HG5
22-743-99-000 VN.N.XXX.N.N

Batch 100 Invoice 100000

Operator ID: CSR

Customer:
Lou Glass
Card #: 7000123456784444
Exp. Date: 11/06
Tail #: 12345
Flight: INT

Jet A1 1000.00 LT		
@ €1.0000/LT	€	1000.00
VAT-Jet <= 2300 LT		
@ 5.00%	€	50.00
Total Inc VAT	€	1050.00
Total VAT	€	50.00

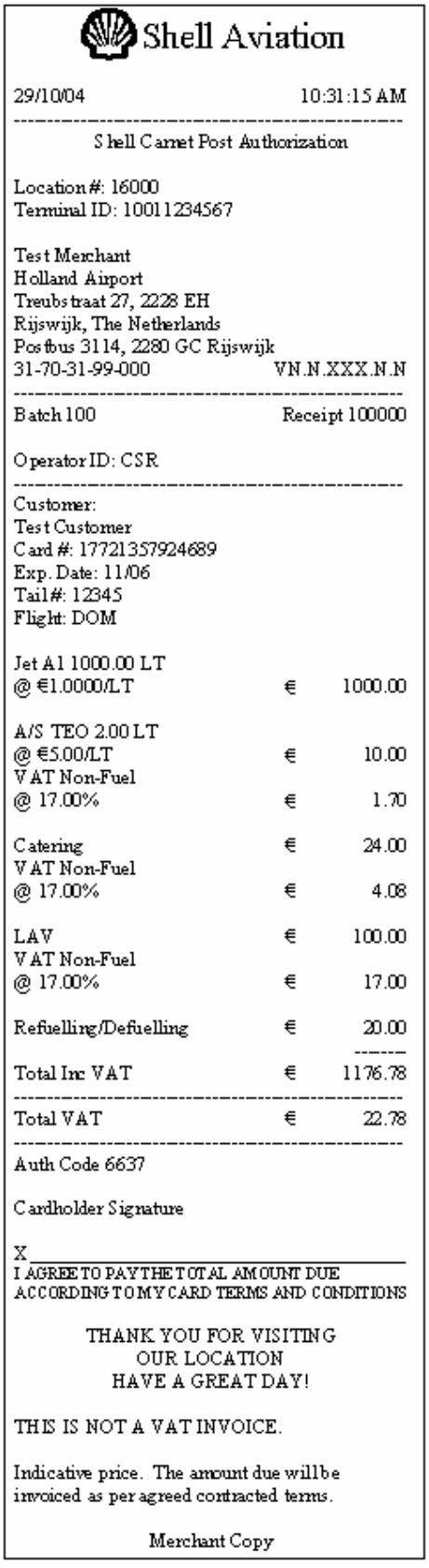
Auth Code 6637

Cardholder Signature

X_____
I AGREE TO PAY THE TOTAL AMOUNT DUE ACCORDING TO MY CARD TERMS AND CONDITIONS

THANK YOU FOR VISITING
OUR LOCATION

Merchant Copy



Shell Aviation

29/10/04 10:31:15 AM

Shell Carnet Post Authorization

Location #: 16000
Terminal ID: 10011234567

Test Merchant
Holland Airport
Treubstraat 27, 2228 EH
Rijswijk, The Netherlands
Postbus 3114, 2280 GC Rijswijk
31-70-31-99-000 VN.N.XXX.N.N

Batch 100 Receipt 100000

Operator ID: CSR

Customer:
Test Customer
Card #: 17721357924689
Exp. Date: 11/06
Tail #: 12345
Flight: DOM

Jet A1 1000.00 LT @ €1.0000/LT	€	1000.00
A/S TEO 2.00 LT @ €5.00/LT	€	10.00
VAT Non-Fuel @ 17.00%	€	1.70
Catering	€	24.00
VAT Non-Fuel @ 17.00%	€	4.08
LAV	€	100.00
VAT Non-Fuel @ 17.00%	€	17.00
Refuelling/Defuelling	€	20.00
Total Inc VAT	€	1176.78
Total VAT	€	22.78

Auth Code 6637

Cardholder Signature

X_____

I AGREE TO PAY THE TOTAL AMOUNT DUE
ACCORDING TO MY CARD TERMS AND CONDITIONS

THANK YOU FOR VISITING
OUR LOCATION
HAVE A GREAT DAY!

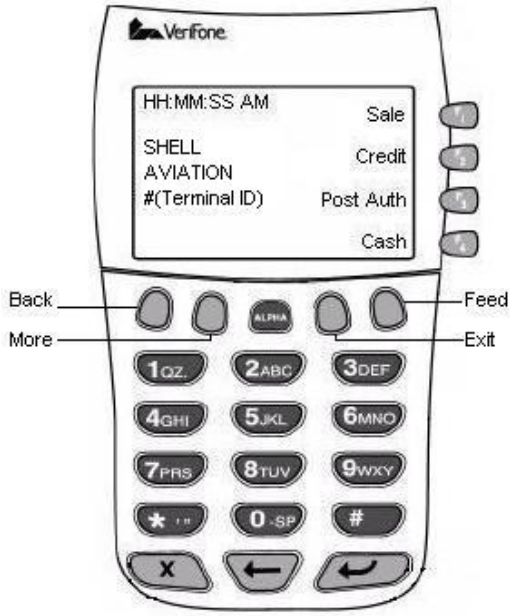
THIS IS NOT A VAT INVOICE.

Indicative price. The amount due will be invoiced as per agreed contracted terms.

Merchant Copy

3.4 Cash Sales

IDLE PROMPT



1. To begin a Cash Sale, push [Cash].

   If 'Operator ID' is 'On', the POS prompts for the Operator ID.

   If 'Manual Entry Prompts' is 'On', the POS prompts for the Invoice Number and Invoice Date.

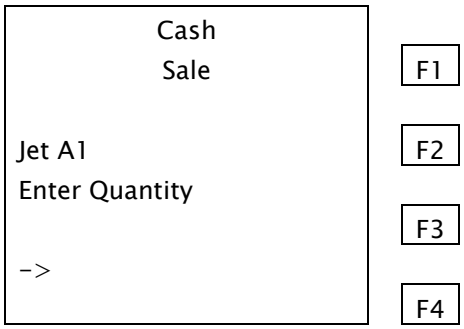
Cash Sale	F1
Choose Flight Type	F2
INT	F3
DOM	F4

2. Enter a Product Code, then push [Enter].

Shell Aviation Sale	F1
Enter Product Code	F2
->	F3
	F4

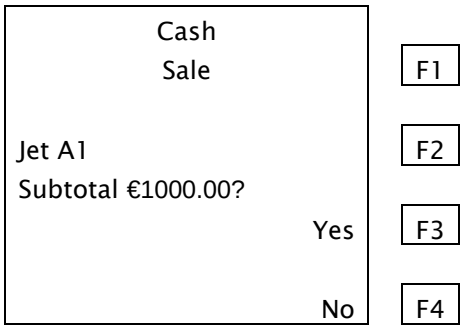
   If a Product Code is 'Off' in the Product Codes Menu, the POS will display 'Inactive Product Code'.

3. Enter the Quantity (if applicable), then push [Enter].

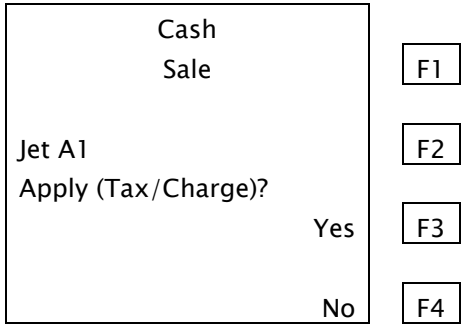


4. The POS will use the programmed Price if there is one. If not, enter the Price, then push [Enter].

5. Push [Yes] to accept or [No] to decline the Subtotal. This amount does not include Taxes/Charges or Subtotals for other Product Codes.



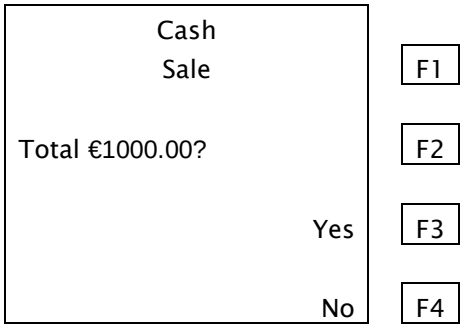
6. If the Product Code has Associated Taxes/Charges listed in the Product Table and the Taxes/Charges are programmed in the Tax/Charges Table, the POS will either calculate the Tax/Charge automatically or prompt 'Apply (Tax/Charge Type)?'. Push [Yes] or [No] to apply or not apply the Tax/Charge.



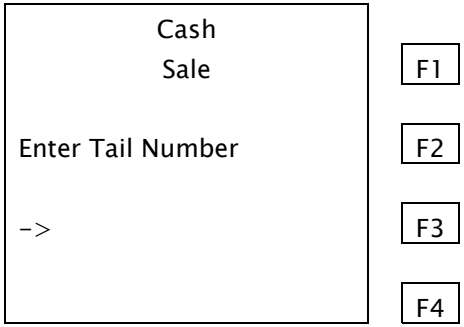
The POS uses the programmed amount to calculate Tax/Charge, then prompts for the next Associated Tax/Charge (prompts are repeated for all Associated Taxes/Charges).

7. The POS prompts for the next Product Code (return to Step 2).

8. When ONLY [Enter] is pushed at Step 2, the POS prompts for confirmation of the Total Sale Amount. Push [Yes] to accept or [No] to decline the Total.



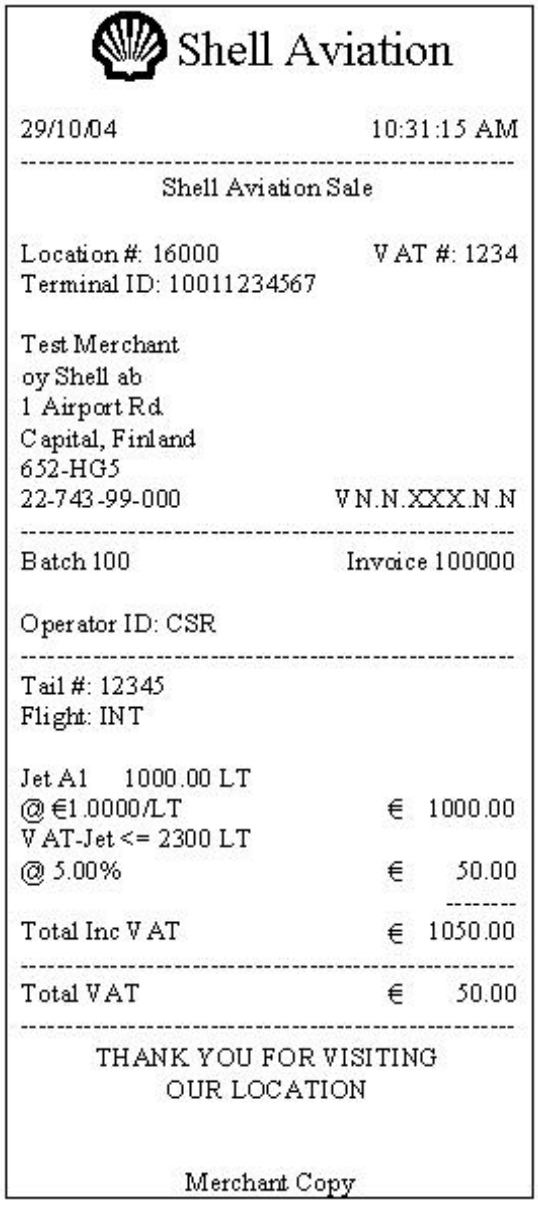
9. Enter the Tail Number (if applicable), then push [Enter].



10. The POS prints the location receipt, then push any key to print the customer receipt.

If [Clear] is pushed at any time, the POS prompts to 'Cancel?'. Push [Yes] to cancel or [No] to continue.

The following page shows an example of a Cash Sale receipt



Shell Aviation

29/10/04 10:31:15 AM

Shell Aviation Sale

Location #: 16000 VAT #: 1234
Terminal ID: 10011234567

Test Merchant
oy Shell ab
1 Airport Rd.
Capital, Finland
652-HG5
22-743-99-000 VN.N.XXX.N.N

Batch 100 Invoice 100000

Operator ID: CSR

Tail #: 12345
Flight: INT

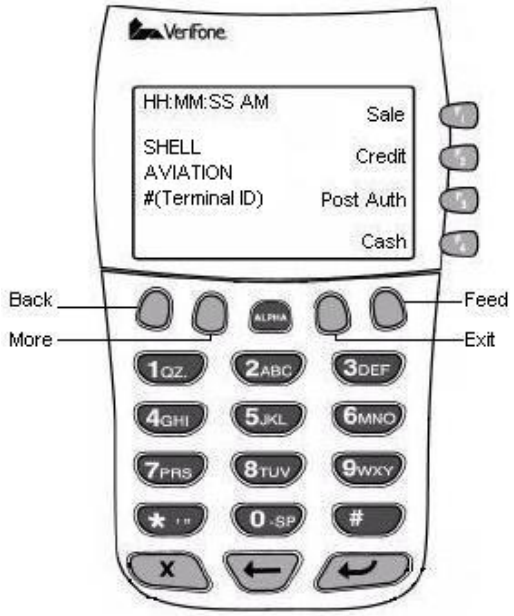
Jet A1 1000.00 LT		
@ €1.0000/LT	€	1000.00
VAT-Jet <= 2300 LT		
@ 5.00%	€	50.00
Total Inc VAT	€	1050.00
Total VAT	€	50.00

THANK YOU FOR VISITING
OUR LOCATION

Merchant Copy

3.5 Voiding A Transaction

IDLE PROMPT



1. To begin a Void, push [More].

2. Then, push [Void].

3. Enter the Operator Password, then push [Enter].

Enter Operator Password ->	F1 F2 F3 F4

4. Enter the Invoice Number, then push [Enter].

Void Enter Invoice Number (NNNNNN) ->	F1 F2 F3 F4

5. The POS prints the location receipt, then push any key to print the customer receipt.

If [Clear] is pushed at any time, the POS prompts to 'Cancel?'. Push [Yes] to cancel or [No] to continue.

The following page shows examples of two (2) Void receipts, Shell Aviation and Shell Contract Fuel.

Shell Aviation

29/10/04 10:31:15 AM

VOID INVOICE CONFIRMATION

Shell Contract Fuel Sale

Location #: 16000 VAT #: 1234
Terminal ID: 10011234567

Test Merchant
oy Shell ab
1 Airport Rd.
Capital, Finland
652-HG5
22-743-99-000 VN.N.XXX.N.N

Batch 100 Invoice 100000

Operator ID: CSR

Customer:
Lou Glass
Card #: 7000123456784444
Exp. Date: 11/06
Tail #: 12345
Flight: INT

CONTRACT PRICED

Jet A1 AL 48 2350.00 LT

Auth Code 6637

Cardholder Signature

X_____
I AGREE TO PAY THE TOTAL AMOUNT FOR THE ABOVE TRANSACTION ACCORDING TO THE TERMS AND CONDITIONS OF OUR CONTRACT

THANK YOU FOR VISITING
OUR LOCATION

Merchant Copy

VOID COMPLETE

Shell Aviation

29/10/04 10:31:15 AM

VOID INVOICE CONFIRMATION

Shell Aviation Sale

Location #: 16000 VAT #: 1234
Terminal ID: 10011234567

Test Merchant
oy Shell ab
1 Airport Rd.
Capital, Finland
652-HG5
22-743-99-000 VN.N.XXX.N.N

Batch 100 Invoice 100000

Operator ID: CSR

Customer:
Lou Glass
Card #: 7000123456784444
Exp. Date: 11/06
Tail #: 12345
Flight: INT

Jet A1 1000.00 LT		
@ €1.0000/LT	€	1000.00
VAT-Jet <= 2300 LT		
@ 5.00%	€	50.00
Total Inc VAT	€	1050.00
Total VAT	€	50.00

Auth Code 6637

Cardholder Signature

X_____
I AGREE TO PAY THE TOTAL AMOUNT DUE ACCORDING TO MY CARD TERMS AND CONDITIONS

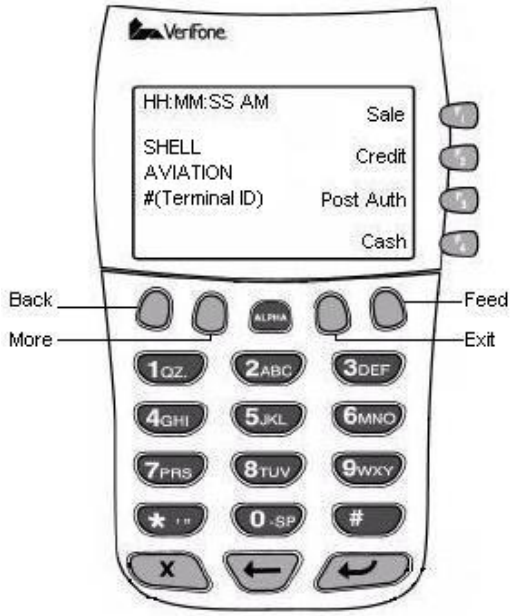
THANK YOU FOR VISITING
OUR LOCATION

Merchant Copy

VOID COMPLETE

3.6 Reprinting A Transaction

IDLE PROMPT



1. To begin a Reprint, push [More].

2. Then, push [Reprint].

3. Enter the Batch Number, then push [Enter].

Reprint	
Enter Batch Number (NNN)	F1
->	F2
	F3
	F4

4. Enter the Invoice Number, then push [Enter].

Reprint	
Enter Invoice Number (NNNNNN)	F1
->	F2
	F3
	F4

5. The POS prints the location receipt, then push any key to print the customer receipt.

If [Clear] is pushed at any time, the POS prompts to 'Cancel?'. Push [Yes] to cancel or [No] to continue.

The following page shows examples of two (2) Reprint receipts, Shell Aviation and Shell Contract Fuel.

Shell Aviation

29/10/04 11:31:15 AM

REPRINT INVOICE CONFIRMATION

Shell Contract Fuel Sale

Location #: 16000 VAT #: 1234
Terminal ID: 10011234567

Test Merchant
oy Shell ab
1 Airport Rd.
Capital, Finland
652-HG5
22-743-99-000 VN.N.XXX.N.N

Batch 100 Invoice 100016

Operator ID: CSR

THIS DOCUMENT CANNOT BE USED FOR VAT RECLAMATION

Customer:
Lou Glass
Card #: 7000123456784444
Exp. Date: 11/06
Tail #: 12345
Flight: INT

CONTRACT PRICED

Jet A1 AL 48 2350.00 LT

THIS DOCUMENT CANNOT BE USED FOR VAT RECLAMATION

Auth Code 6637

Cardholder Signature

X_____
I AGREE TO PAY THE TOTAL AMOUNT FOR THE ABOVE TRANSACTION ACCORDING TO THE TERMS AND CONDITIONS OF OUR CONTRACT

THANK YOU FOR VISITING
OUR LOCATION

Merchant Copy

Shell Aviation

29/10/04 10:31:15 AM

REPRINT INVOICE CONFIRMATION

Shell Aviation Sale

Location #: 16000 VAT #: 1234
Terminal ID: 10011234567

Test Merchant
oy Shell ab
1 Airport Rd.
Capital, Finland
652-HG5
22-743-99-000 VN.N.XXX.N.N

Batch 100 Invoice 100000

Operator ID: CSR

THIS DOCUMENT CANNOT BE USED FOR VAT RECLAMATION

Customer:
Lou Glass
Card #: 7000123456784444
Exp. Date: 11/06
Tail #: 12345
Flight: INT

Jet A1 1000.00 LT		
@ €1.0000/LT	€	1000.00
VAT-Jet <= 2300 LT		
@ 5.00%	€	50.00
Total Inc VAT	€	1050.00
Total VAT	€	50.00

THIS DOCUMENT CANNOT BE USED FOR VAT RECLAMATION

Auth Code 6637

Cardholder Signature

X_____
I AGREE TO PAY THE TOTAL AMOUNT DUE ACCORDING TO MY CARD TERMS AND CONDITIONS

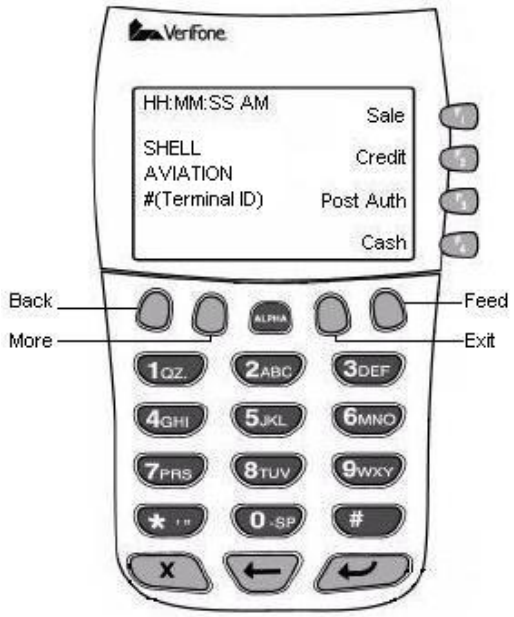
THANK YOU FOR VISITING
OUR LOCATION

Merchant Copy

REPRINT COMPLETE

3.7 Pre Authorization Of A Transaction

IDLE PROMPT



Note: Pre Authorization should ONLY be used to obtain a Reference Number on a Shell Aviation or Shell Contract Fuel Card. If you call a card center and receive an Approval Code via voice authorization, you MUST use Post Authorization.

1. To begin a Pre Authorization, push [More].

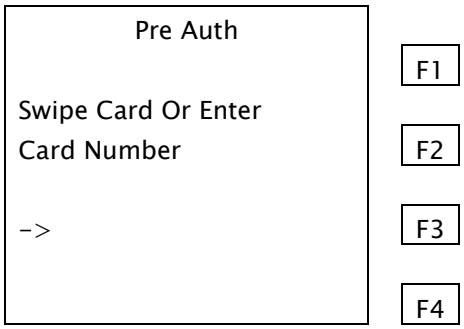
2. Then, push [Pre Auth].

   If 'Operator ID' is 'On', the POS prompts for the Operator ID.

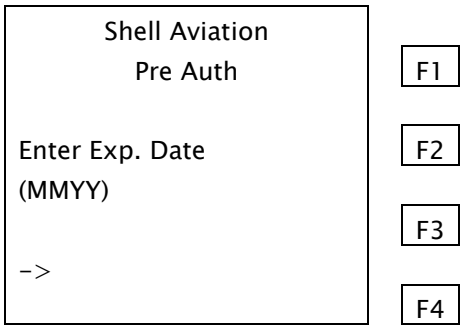
3. Enter the Operator Password, then push [Enter].

Enter Operator Password	F1
->	F2
	F3
	F4

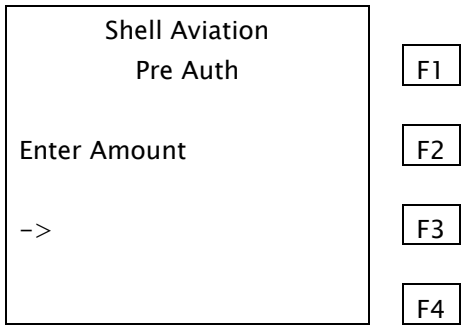
4. Swipe the Card or enter the Card Number, then push [Enter].



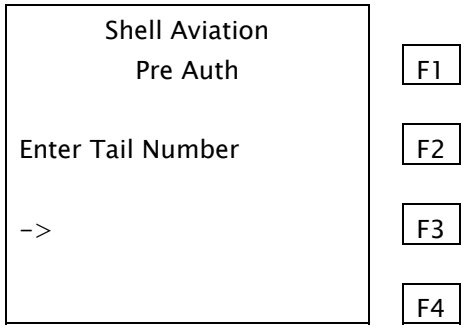
5. If the Card Number is entered manually, the POS prompts for the Expiration Date. Enter the Expiration Date, then push [Enter].



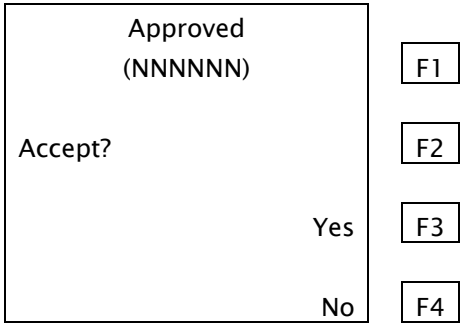
6. Enter the Amount, then push [Enter].



7. Enter the Tail Number (if applicable), then push [Enter].



8. The POS dials for approval. If approved, the POS displays the Reference Number. Push [Yes] to accept the Pre Authorization and print the receipt, or [No] to cancel.



If [Clear] is pushed at any time, the POS prompts to 'Cancel?'. Push [Yes] to cancel or [No] to continue.

The following page shows an example of a Pre Authorization receipt.

Shell Aviation

29/10/04 10:31:15 AM

Shell Aviation Pre Authorization

Location #: 16000 VAT #: 1234
Terminal ID: 10011234567

Test Merchant
Holland Airport
Treubstraat 27, 2228 EH
Rijswijk, The Netherlands
Postbus 3114, 2280 GC Rijswijk
31-70-31-99-000 VN.N.XXX.N.N

Operator ID: CSR

Customer:
Jeremy Davis
Card #: 7000123456789012
Exp. Date: 11/06
Tail #: 12345

Total € 1176.78

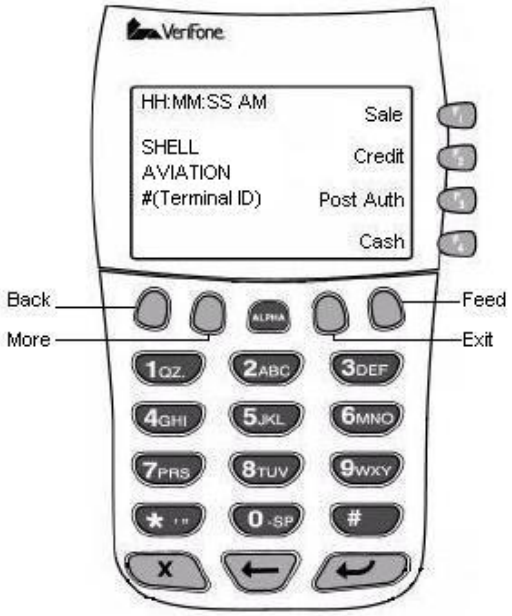
Reference # 562527

PRE AUTHORIZATION ONLY

4. Settlement

4.1 How To Do An End Of Day Settlement

IDLE PROMPT



1. To begin Settlement, push [More].

2. Then, push [Settlement].

3. Enter the Operator Password, then push [Enter].

Enter Operator Password	F1
->	F2
	F3
	F4

4. Push [Yes] to settle or [No] to cancel.

Settle To Center?	F1
	F2
Yes	F3
No	F4

5. The POS prints the batch review by invoice, batch review by product, and batch balance receipts.

6. The POS dials for settlement, then prints the settlement receipt.

The following pages show examples of all report receipts associated with settlement.

BATCH REVIEW BY INVOICE RECEIPT

Shell Aviation

29/10/04 10:31:20 AM

Batch Review By Invoice - Batch 100

Invoice	Type	Total
100000	Shell Aviation	€200.00
100001	Shell Contract Fuel	€0.00
100002	Shell Carnet	€-150.00
100003	Cash	€50.00
100004	Shell Aviation	VOID
Total		€100.00

Software Version: V N.N.XXX.N.N

BATCH REVIEW BY PRODUCT RECEIPT

Shell Aviation

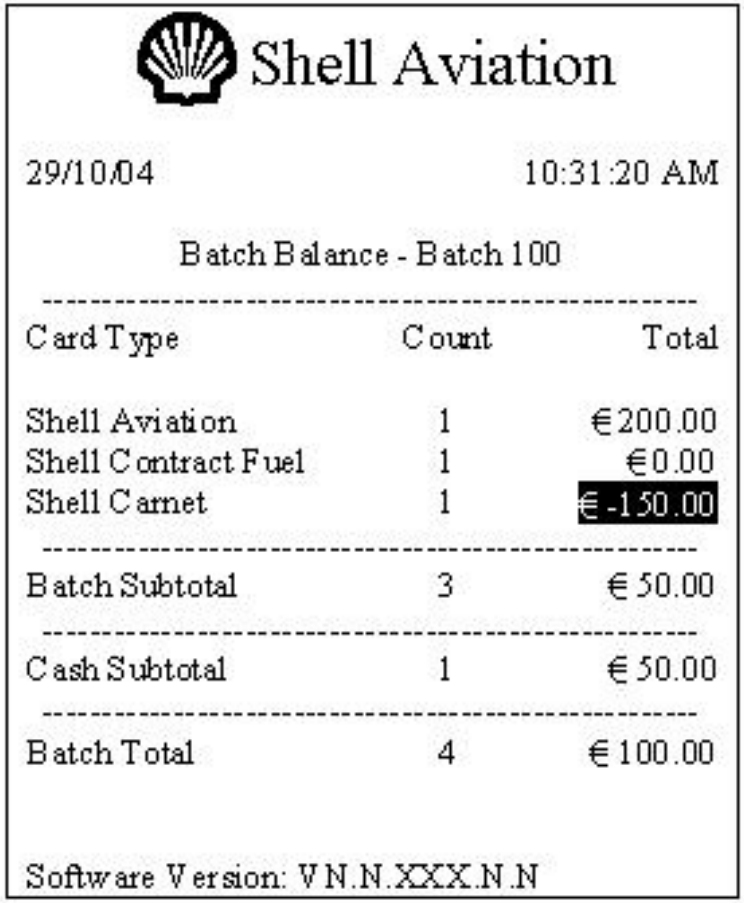
29/10/04 10:31:20 AM

Batch Review By Product - Batch 100

Product	Quantity	Total
Contract Jet A Fuel		
Litres	100.00	€0.00
Jet A Fuel		
Litres	44.75	€100.00
Avgas 100LL		
Litres	10.00	€20.00
Oil		
Litres	5.00	€10.00
Catering		
Each	2.00	€20.00
Car Rental		
Each	1.00	€90.00
Fees		
Each	5.00	€-150.00
Total		€90.00
Tax/Charges		
VAT		€10.00
Total		€100.00
Batch Total		€100.00

Software Version: V N.N.XXX.N.N

BATCH BALANCE RECEIPT



Shell Aviation

29/10/04 10:31:20 AM

Batch Balance - Batch 100

Card Type	Count	Total
Shell Aviation	1	€200.00
Shell Contract Fuel	1	€0.00
Shell Carnet	1	€-150.00
Batch Subtotal	3	€50.00
Cash Subtotal	1	€50.00
Batch Total	4	€100.00

Software Version: VN.N.XXX.N.N

BATCH SETTLEMENT RECEIPT

Shell Aviation

29/10/04 10:31:20 AM

Batch Settlement - Batch 100

Operator ID: CSR

Number Of Invoices: 3

Batch Subtotal: €50.00

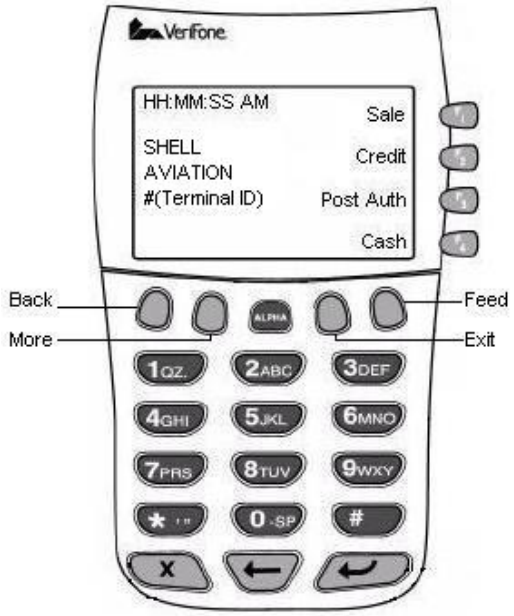
Settlement Complete
Settlement Complete
Settlement Complete

Software Version: VN.N.XXX.N.N

5. Configuring The POS Device - Manager Menus

5.1 Description Of The Menus And Possible Configurable Parameters On The Device

IDLE PROMPT



Note: A copy of ALL menus should be kept in a safe place in the unlikely case of hardware or software failure. ANY time a menu is changed, a new copy should be printed to update your copy on file. These menus ARE NOT kept on file at Shell Aviation POS Support, nor do we have access to any of the information. Also, keep these menu receipts OUT OF DIRECT SUNLIGHT, as thermal paper tends to fade from this exposure.

1. To access the Manager Menus, push [More].

2. Push the [More] key again, then push [Manager].

3. Enter the Manager Password, then push [Enter].

Enter Manager Password ->	F1 F2 F3 F4

The Manager Password is defaulted to 456, but can be changed.

The following pages show examples of all menu receipts.

Policy Table
(✔ : On, -- : Off)

17. Shell Aviation	:	✔
18. Shell Carnet	:	✔
19. Manual Entry Prompts	:	--
20. Contract Fuel	:	✔
21. Operator ID	:	--
22. Pre Auth	:	--
23. Charter Market	:	--

Manager Information

24. Batch #:
    100
25. Invoice #:
    100000
26. Operator Password:
    123
27. Manager Password:
    456

Operator ID Information

28. Operator 1:

29. Operator 2:

30. Operator 3:

31. Operator 4:

32. Operator 5:

33. Operator 6:

34. Operator 7:

35. Operator 8:

36. Operator 9:

37. Operator 10:

Software Version: VN.N.XXX.N.N

Shell Aviation

Location Menu

29/10/04 10:31:15 AM

1. Location ID:
   16000
2. Terminal ID:
   10011234567
3. Carnet ID:
   16000
4. VAT #:
   1234
5. Location Name:
   Shell Europe Test Merchant
6. Location Addr 1:
   Truebstraat 27
7. Location Addr 2:
   2228 EH
8. Location City:
   Rijswijk
9. Location Country:
   The Netherlands
10. Location Postal Code:
    Postbus 3114,2280 GC
11. Location Phone #:
    011-31-70-31-99-000
12. Language:
    English
13. Currency:
    Euros

Custom Ticket Message

14.
15.
16.

Shell Aviation

Price Menu

THESE PRICES ARE NOT VALID FOR CONTRACT PRODUCTS

29/10/04 10:31:15 AM

(PAP: Posted Airfield Price)
(CM: Charter Market)

Product Codes		CM Threshold
1. Jet A Fuel		
PAP:	€ 0.0000	
CM:	€ 0.0000	0.00 LT
2. Jet A Fuel W/ Add		
PAP:	€ 0.0000	
CM:	€ 0.0000	0.00 LT
3. Jet Fuel JP-8		
PAP:	€ 0.0000	
CM:	€ 0.0000	0.00 LT
4. Jet A1		
PAP:	€ 0.0000	
CM:	€ 0.0000	0.00 LT
5. Jet A1 AL 48		
PAP:	€ 0.0000	
CM:	€ 0.0000	0.00 LT
6. Shell AeroJet		
PAP:	€ 0.0000	
CM:	€ 0.0000	0.00 LT
7. Avgas 100LL		
PAP:	€ 0.0000	
8. Avgas 80LL		
PAP:	€ 0.0000	
9. Other Fuel		
PAP:	€ 0.0000	

Units Of Measure

10. Fuels	:	LT
11. Oils/Additives	:	LT

Software Version: VN.N.XXX.N.N

10. Excise Duty	--	Flat	--
0.00			
All Products			
11. Defuel Charge	--	Flat	--
0.00			
All Products			
12. Service/Overtime Fee	--	Flat	--
0.00			
All Products			
13. Surcharge	--	Flat	--
0.00			
All Products			
14. EWS	--	Flat	--
0.00			
All Products			
15. Small Volume Fee	--	Flat	--
0.00			
All Products			
16. Ramp Fees	--	Flat	--
0.00			
All Products			
17. Parking Fees	--	Flat	--
0.00			
All Products			
18. Landing Fees	--	Flat	--
0.00			
All Products			
19. Handling Charge	--	Flat	--
0.00			
All Products			
20. VAT-Jet <= 2300 LT	--	%	
0.00			
21. VAT-Jet > 2300 LT	--	%	
0.00			
22. VAT Avgas	--	%	
0.00			
23. VAT Non-Fuel	--	%	
0.00			

2. Product Table

Description	Associated Taxes/Charges

Software Version: VN.N.XXX.N.N

Shell Aviation

Tax/Charges Menu

29/10/04 10:31:15 AM

(✔ : On/Yes, -- : Off/No)
(? : Query)
(PPU: Price Per Unit)
(PCT: Percentage)

1. Tax/Charges Table

Tax/Charge Number Description	Status	Rate Type	Apply VAT?
1. Airfield Fee	--	Flat	--
0.00			
All Products			
2. Airport Levy	--	Flat	--
0.00			
All Products			
3. Airport/Tnk Farm Levy	--	Flat	--
0.00			
All Products			
4. Depot Fee	--	Flat	--
0.00			
All Products			
5. Fuelling Charge	--	Flat	--
0.00			
All Products			
6. Intoplane Fee	--	Flat	--
0.00			
All Products			
7. Rental	--	Flat	--
0.00			
All Products			
8. Storage Fee	--	Flat	--
0.00			
All Products			
9. Throughput Fee	--	Flat	--
0.00			
All Products			

18. Maintenance	✔	Flat	--
19. Aircraft Cleaning	✔	Flat	--
20. Tie Down	✔	Flat	--
21. Pilot Supplies	✔	Flat	--
22. Catering	✔	Flat	--
23. Charter	--	Flat	--
24. LAV	--	Flat	--
25. De-Icing	✔	Flat	--
26. Flight Instruction	✔	Flat	--
27. Flt. Plan/Weather	✔	Flat	--
28. Hangar Rental	✔	Flat	--
29. Aircraft Rental	✔	Flat	--
30. Car Rental	✔	Flat	--
31: Dry Cleaning	--	Flat	--
32: Fees	--	Flat	--
33: Ground Handling Fee	--	Flat	--
34: Transportation Fee	--	Flat	--
35: Misc. Service Fee	--	Flat	--
36: Standard Charge Fee	--	Flat	--
37: Refuelling/Defuelling	--	Flat	--
38: Miscellaneous	--	Flat	--

Custom Product Codes

Description	Status	PPU/ Flat
51.	--	Flat
52.	--	Flat
53.	--	Flat
54.	--	Flat
55.	--	Flat

Software Version: VN.N.XXX.N.N

Shell Aviation

Product Codes Menu

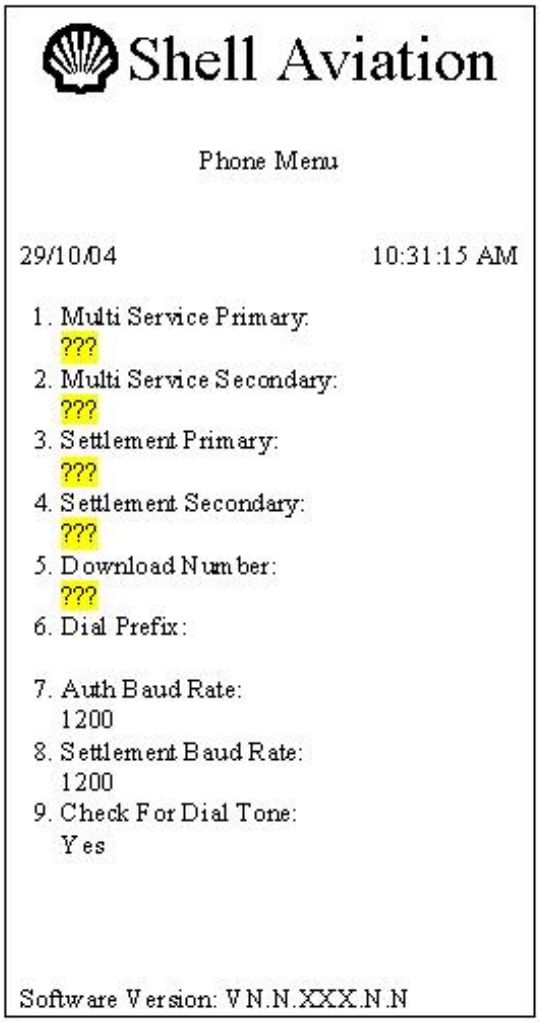
29/10/04 10:31:15 AM

(✔ : On/Yes, -- : Off/No)

(PPU: Price Per Unit)
(CP: Contract Price)

Standard Product Codes

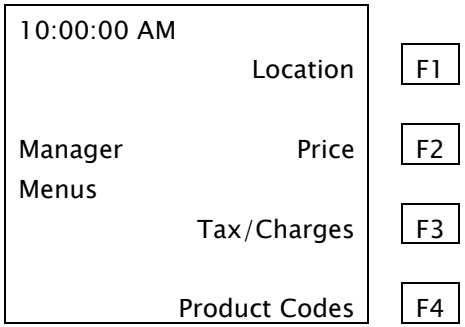
Product Codes	Status	PPU/ Flat	CP?
1. Jet A Fuel	--	PPU	--
2. Jet A Fuel W/ Add	--	PPU	--
3. Jet Fuel JP-8	--	PPU	--
4. Jet A1	✔	PPU	✔
5. Jet A1 AL 48	✔	PPU	✔
6. Shell AeroJet	✔	PPU	✔
7. Avgas 100LL	✔	PPU	✔
8. Avgas 80LL	--	PPU	--
9. Other Fuel	--	PPU	--
10. Fuel Additive	--	PPU	--
11. Oil	--	PPU	--
12. A/S TEO	✔	PPU	--
13. A/S PEO	✔	PPU	--
14. A/S Fluids	✔	PPU	--
15. A/S Greases	✔	PPU	--
16. APU	--	Flat	--
17. GPU	✔	Flat	--


Shell Aviation
Phone Menu
29/10/04 10:31:15 AM
1. Multi Service Primary:
???
2. Multi Service Secondary:
???
3. Settlement Primary:
???
4. Settlement Secondary:
???
5. Download Number:
???
6. Dial Prefix:
7. Auth Baud Rate:
1200
8. Settlement Baud Rate:
1200
9. Check For Dial Tone:
Yes
Software Version: VN.N.XXX.N.N

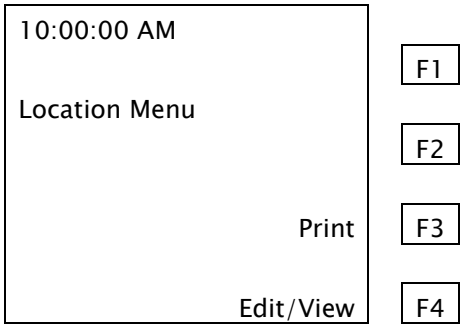
Shell Aviation
Clock Menu
29/10/04 09:30:00 AM
Software Version: VN.N.XXX.N.N

5.1 Configuring Your Location Details

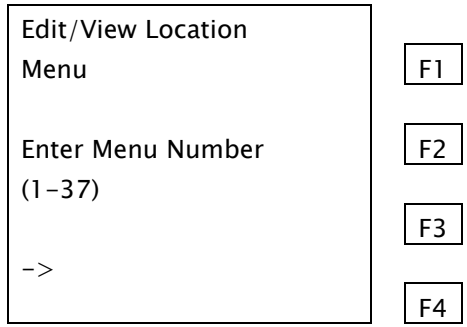
1. Push [Location].



2. If [Print] is pushed, the POS prints the Location Menu. If [Exit] is pushed, the POS returns to the Manager Menus. If [Edit/View] is pushed, the POS prompts 'Enter Menu Number (1-37)'.

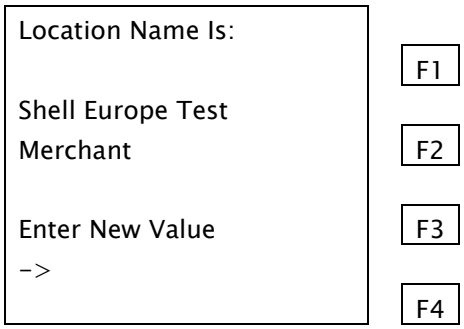


3. Enter the Menu Number, then push [Enter].

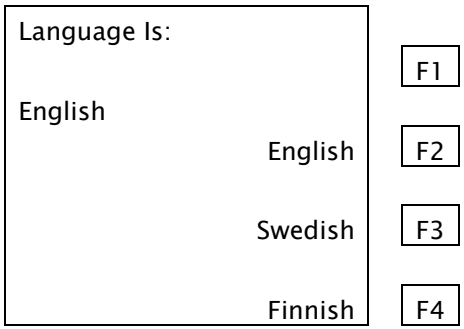


If any Menu Number 1-3, 9, or 13 is entered, the POS prompts 'Call POS Support For Assistance 800 7671 9820 Press Any Key To Continue'.

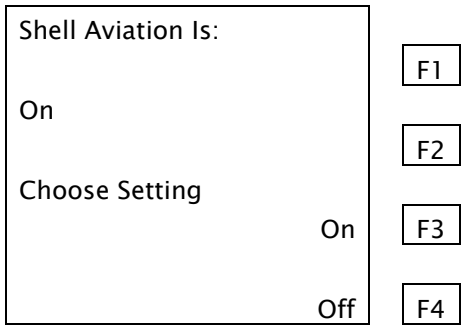
4. If any Menu Number 4-8, 10-11, 14-16, or 28-37 is entered, the POS prompts 'Enter New Value'. Enter the New Value, then push [Enter].



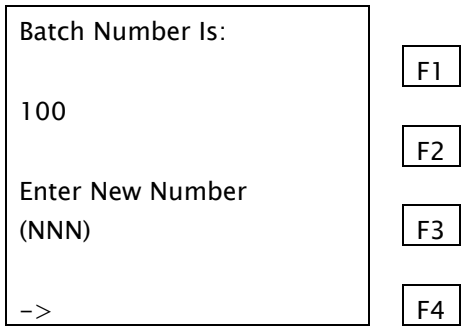
5. If Menu Number 12 is entered, the POS prompts 'Choose Language'. Push the desired Language key.



6. If any Menu Number 17-23 is entered, the POS prompts 'Choose Setting'. Push the desired Setting key.

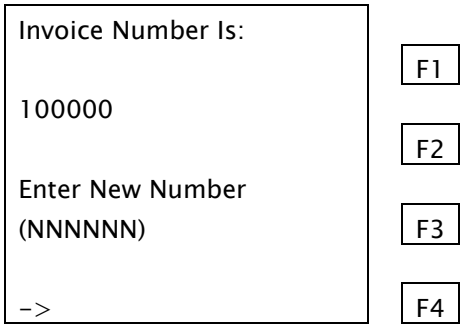


7. If Menu Number 24 is entered, the POS prompts 'Enter New Number (NNN)'. Enter the New Number, then push [Enter].



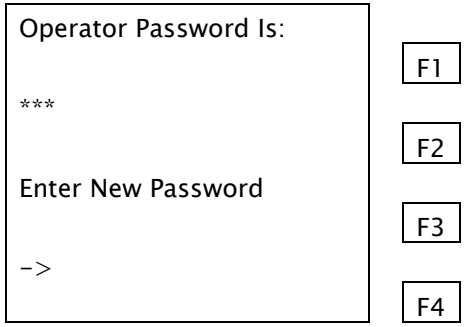
If an Invoice is saved in the current Batch, the POS will display 'Batch Must Be Settled To Change Batch Number', then return to the same prompt.

8. If Menu Number 25 is entered, the POS prompts 'Enter New Number (NNNNNN)'. Enter the New Number, then push [Enter].

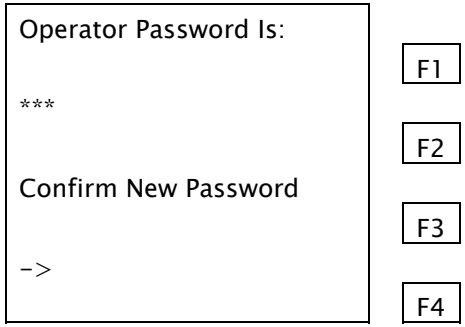


If an Invoice with the same Number is saved in the current Batch, the POS will display 'Invoice Number Must Be Unique To Batch', then return to the same prompt.

9. If any Menu Number 26-27 is entered, the POS prompts 'Enter New Password'. Enter the New Password, then push [Enter].



10. Confirm the New Password, then push [Enter].

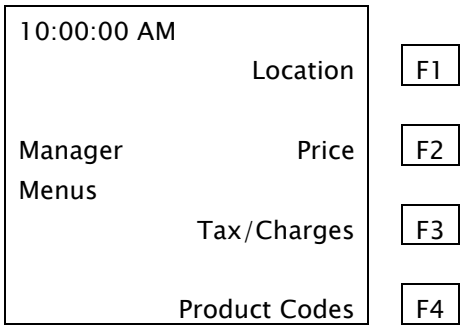


11. The POS repeats steps 3-10 until ONLY [Enter] is pushed at step 3.

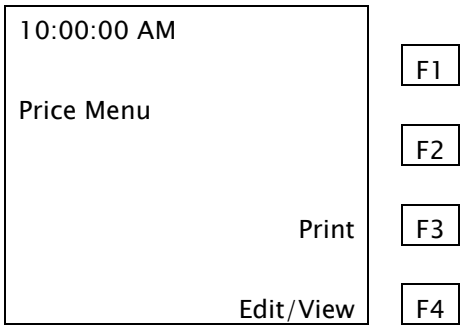
If [Clear] is pushed at any time, the POS prompts to 'Cancel?'. Push [Yes] to cancel or [No] to continue.

5.2 Setting Prices Of Products

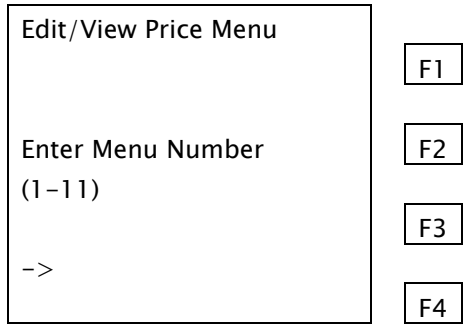
1. Push [Price].



2. If [Print] is pushed, the POS prints the Price Menu. If [Exit] is pushed, the POS returns to the Manager Menus. If [Edit/View] is pushed, the POS prompts 'Enter Menu Number (1-11)'.

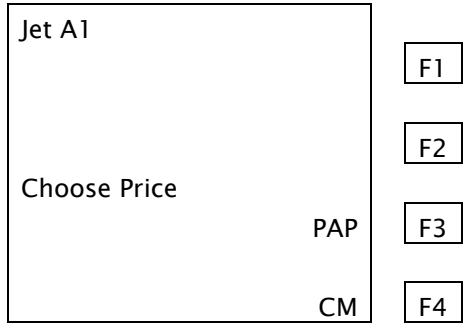


3. Enter the Menu Number, then push [Enter].

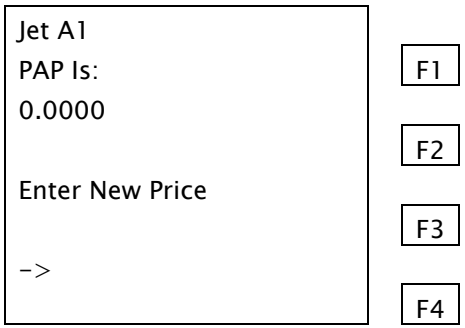


If the Product Code for that Menu Number is 'Off' in the Product Codes Menu, the POS will display 'Inactive Product Code'.

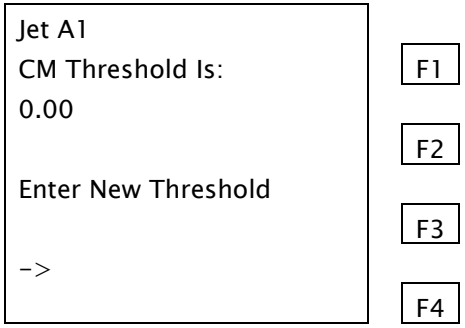
4. If any Menu Number 1-6 is entered, the POS prompts 'Choose Price'. Choose the Price.



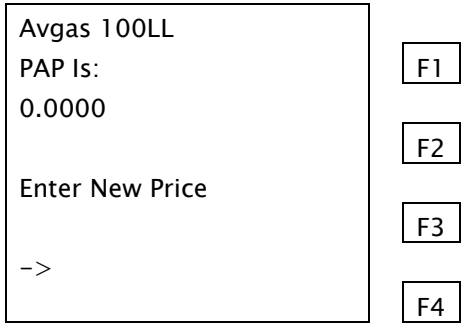
5. Enter the New Price, then push [Enter].



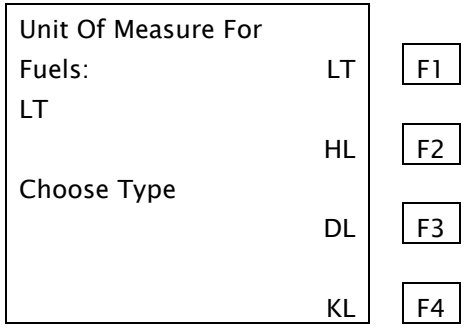
6. If CM was chosen at step 4, enter the New Threshold, then push [Enter].



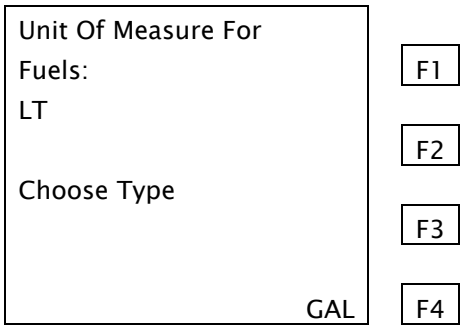
7. If any Menu Number 7-9 is entered, the POS prompts 'Enter New Price'. Enter the New Price, then push [Enter].



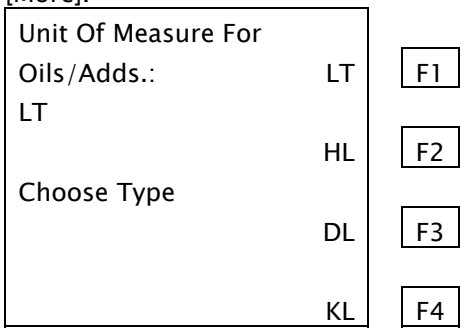
8. If Menu Number 10 is entered, choose the Type, or push [More].



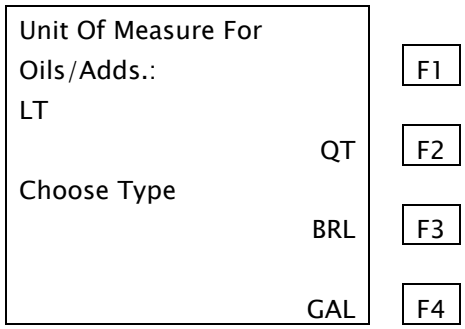
9. If [More] is pushed, choose the Type.



10. If Menu Number 11 is entered, choose the Type, or push [More].



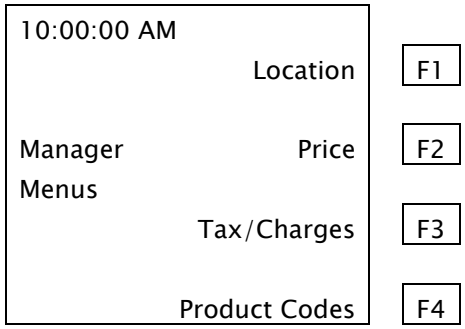
11. If [More] is pushed, choose the Type.



If [Clear] is pushed at any time, the POS prompts to 'Cancel?'. Push [Yes] to cancel or [No] to continue.

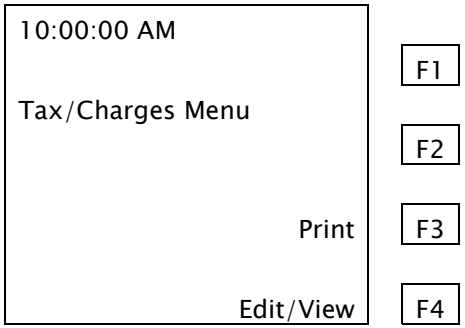
5.3 Setting Taxes And Charges

1. Push [Tax/Charges].

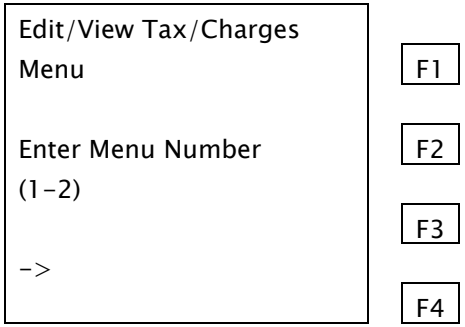


2. If [Print] is pushed, the POS prints the Tax/Charges Menu. If [Exit] is pushed, the POS returns to the Manager Menus. If

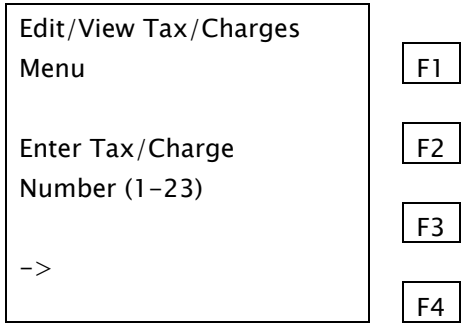
[Edit/View] is pushed, the POS prompts 'Enter Menu Number (1-2)'.



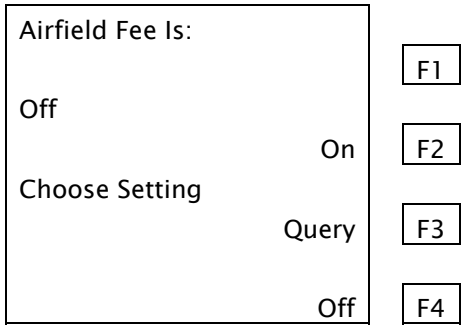
3. Enter the Menu Number, then push [Enter].



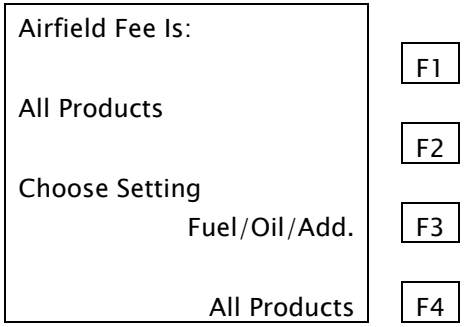
4. If Menu Number 1 is entered, enter the Tax/Charge Number, then push [Enter].



5. Choose the Setting.

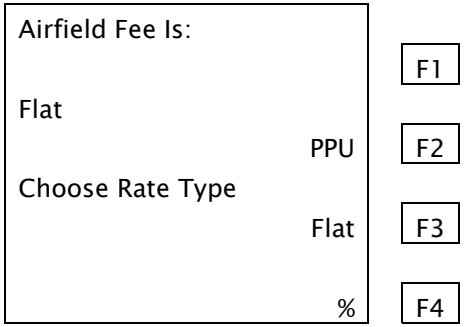


6. If any Tax/Charge Number is 1-19 is entered at step 4, choose the Setting.

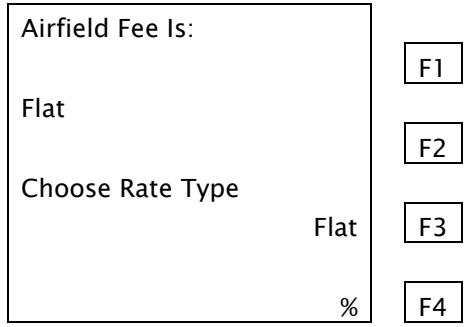


If the Setting chosen is different and the Tax/Charge is listed in the Product Table, the POS will display 'You Must Clear Associated Product To Edit. Press Any Key...'.

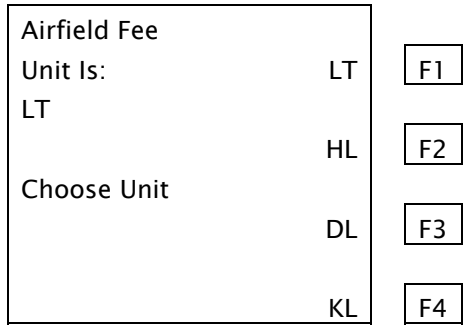
7. If Fuel/Oil/Add. is chosen, choose the Rate Type.



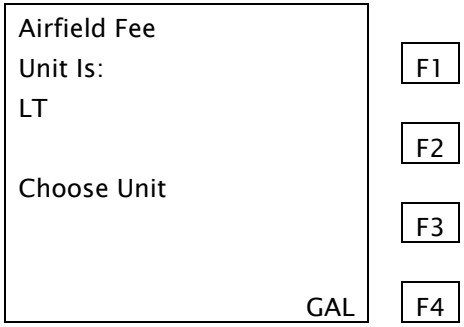
If All Products is chosen, choose the Rate Type.



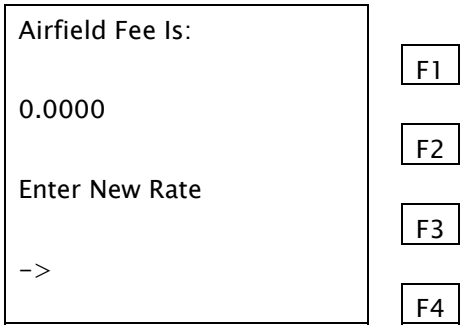
8. If PPU is chosen, choose the Unit, or push [More].



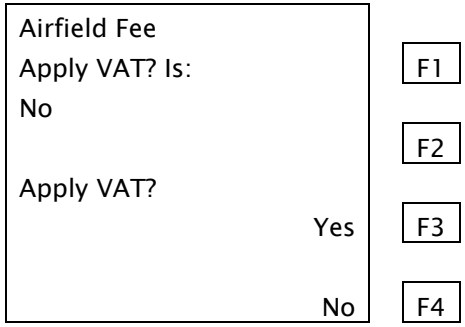
9. If [More] is pushed, choose the Unit.



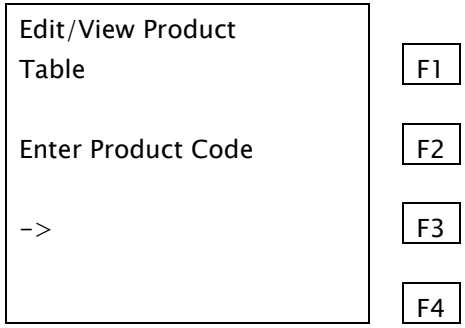
10. Enter the New Rate, then push [Enter].



11. If any Tax/Charge Number is 1-19 is entered at step 4, choose the VAT application.

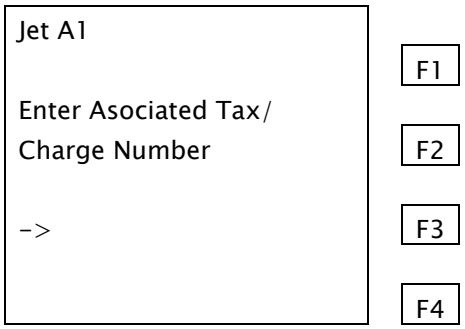


12. If Menu Number 2 is entered at step 3, enter the Product Code, then push [Enter].



If the Product Code is 'Off' in the Product Codes Menu, the POS will display 'Inactive Product Code'.

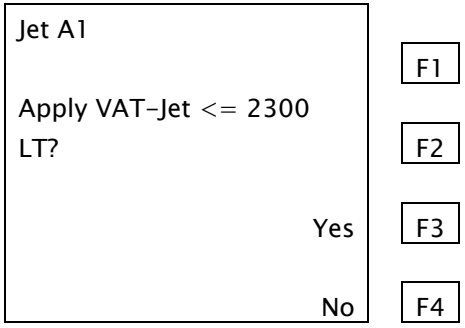
13. Enter the Associated Tax/Charge Number, then push [Enter].



If the Tax/Charge is 'Off', the POS will display 'Inactive Tax/Charge'.

If the Tax/Charge is not applicable to that Product Code, then POS will display 'Tax/Charge Not Applixable For This Product' (i.e. trying to apply VAT-Jet <= 2300 LT to Catering).

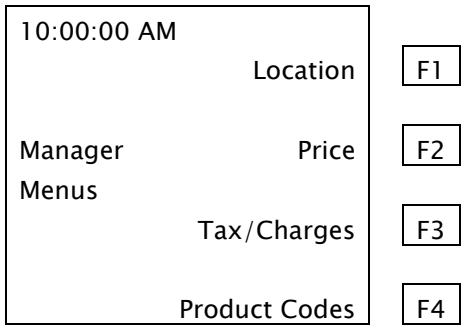
14. Choose the Tax/Charge application.



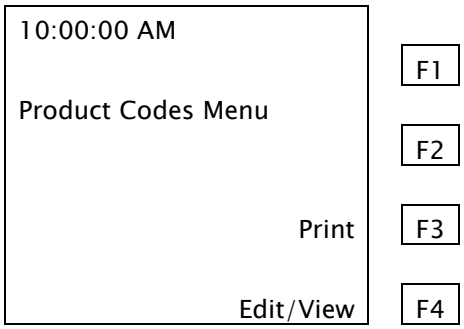
If [Clear] is pushed at any time, the POS prompts to 'Cancel?'. Push [Yes] to cancel or [No] to continue.

5.4 Setting Authorized Products

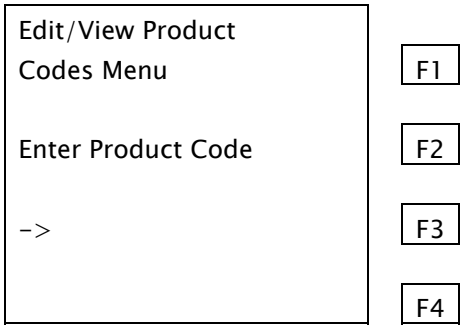
1. Push [Product Codes].



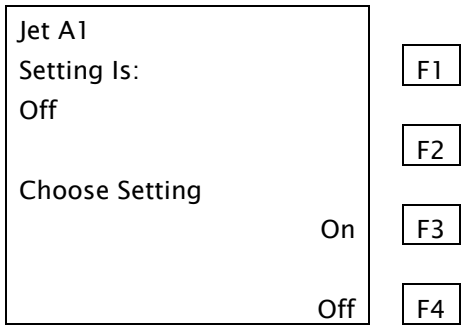
2. If [Print] is pushed, the POS prints the Product Codes Menu. If [Exit] is pushed, the POS returns to the Manager Menus. If [Edit/View] is pushed, the POS prompts 'Enter Product Code'.



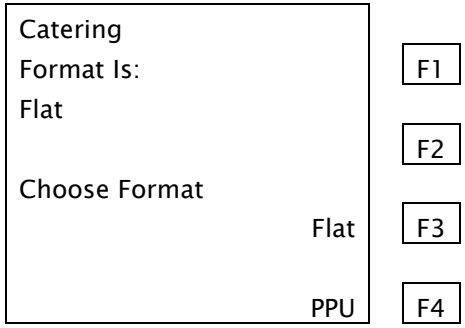
3. Enter the Product Code, then push [Enter].



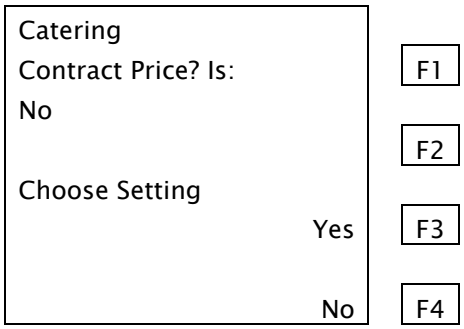
4. Choose theSetting.



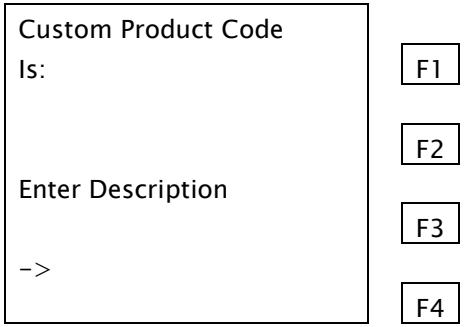
5. If Product Code 16-39 is entered at step 3, choose the Format.



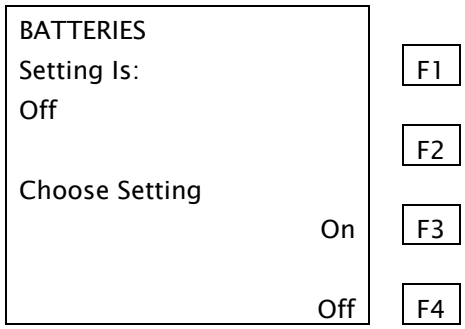
6. Choose the Contract Price application?



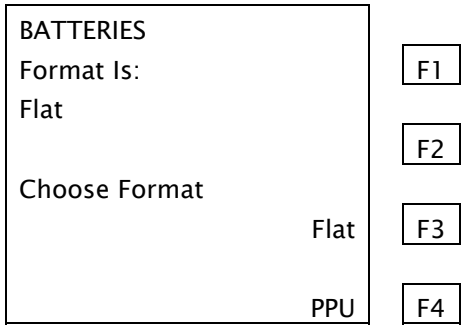
7. If Product Code 51-55 is entered at step 3, enter the Description, then push [Enter].



8. Choose the Setting.



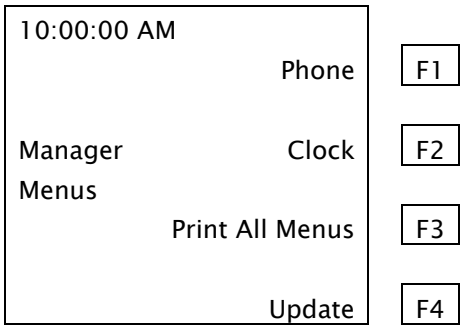
9. Choose the Format.



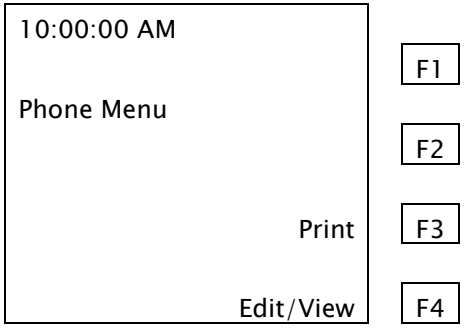
If [Clear] is pushed at any time, the POS prompts to 'Cancel?'. Push [Yes] to cancel or [No] to continue.

5.5 Setting Phone Numbers For Authorization And Settlement

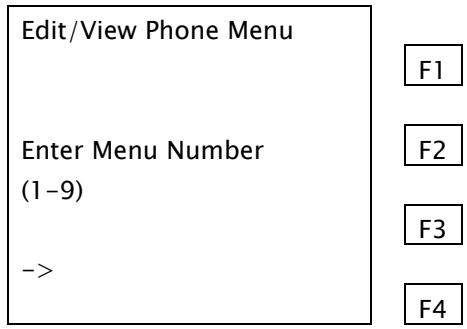
1. Push [More], then push [Phone].



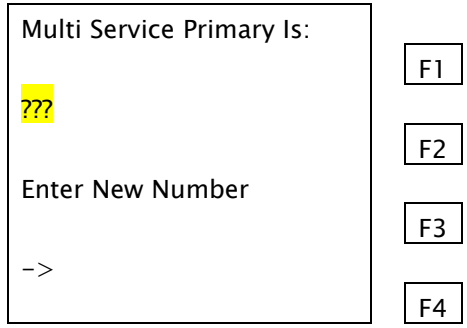
2. If [Print] is pushed, the POS prints the Phone Menu. If [Exit] is pushed, the POS returns to the Manager Menus. If [Edit/View] is pushed, the POS prompts 'Enter Menu Number (1-9)'.



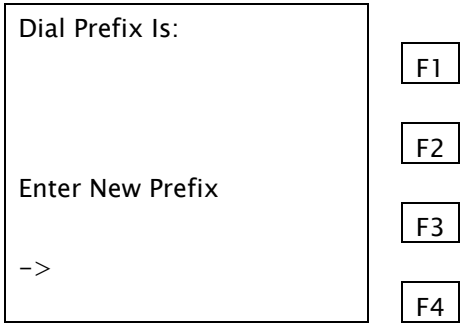
3. Enter the Menu Number, then push [Enter].



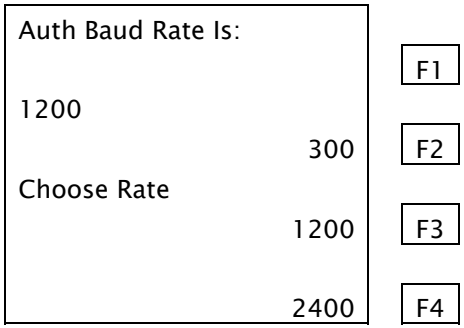
4. If any Menu Number 1-5 is entered, enter the New Number, then push [Enter].



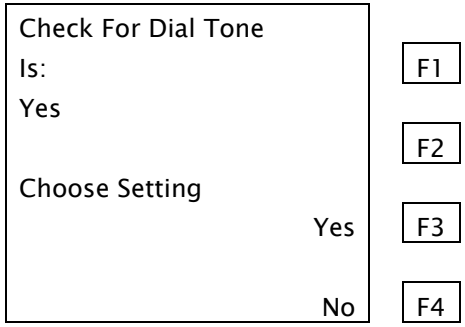
5. If Menu Number 6 is entered, enter the New Prefix, then push [Enter].



6. If any Menu Number 7-8 is entered, choose the Rate.



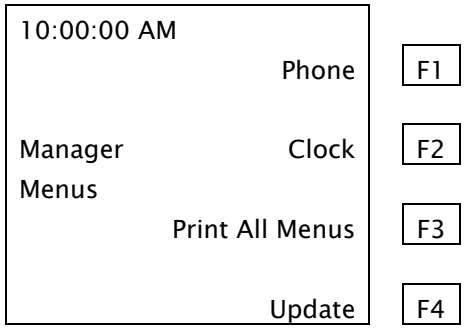
7. If Menu Number 9 is entered, choose the Setting.



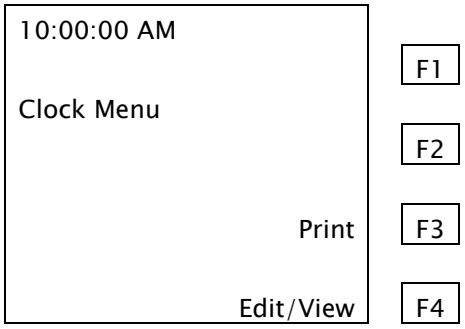
If [Clear] is pushed at any time, the POS prompts to 'Cancel?'. Push [Yes] to cancel or [No] to continue.

5.6 Setting The Clock

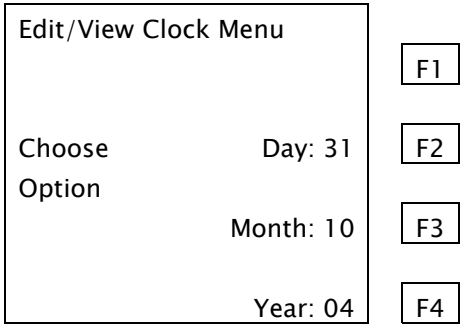
1. Push [More], then push [Clock].



2. If [Print] is pushed, the POS prints the Clock Menu. If [Exit] is pushed, the POS returns to the Manager Menus. If [Edit/View] is pushed, the POS prompts 'Choose Option'.

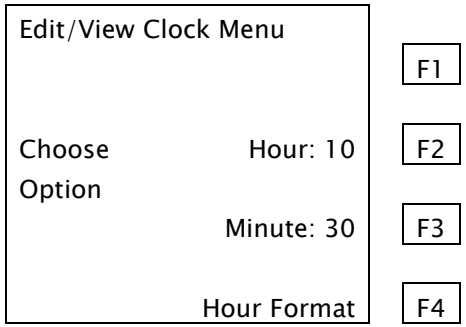


3. Choose the Option, or push [More].



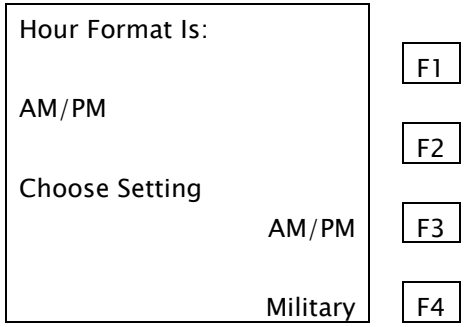
4. Enter the Day, Month, or Year depending on the Option chosen, then push [Enter].

5. If [More] is pushed, choose the Option.



6. Enter the Hour or Minute depending on the Option chosen, then push [Enter].

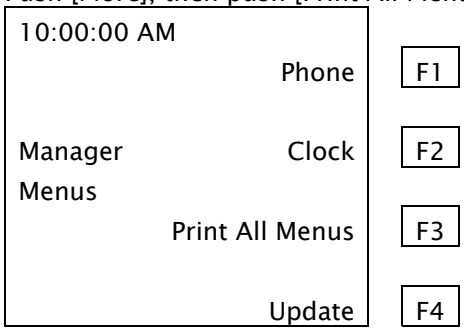
7. If Hour Format is chosen, choose the Setting.



If [Clear] is pushed at any time, the POS prompts to 'Cancel?'. Push [Yes] to cancel or [No] to continue.

5.7 Printing All The Menus

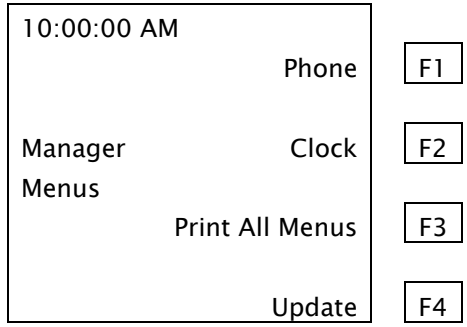
1. Push [More], then push [Print All Menus].



2. The POS prints the menus in Location, Price, Tax/Charges, Product Codes, Phone, Clock order.

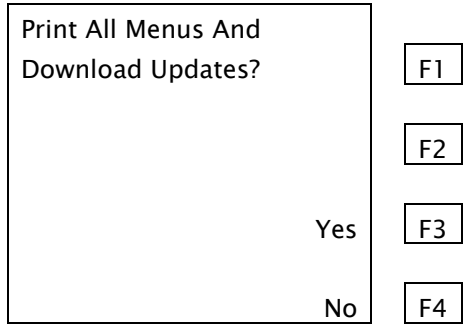
5.8 Update Menu

1. Push [More], then push [Update].



If there are any Invoices in the current Batch, the POS prompts 'Must Settle Before Downloading Press any Key To Continue...'.

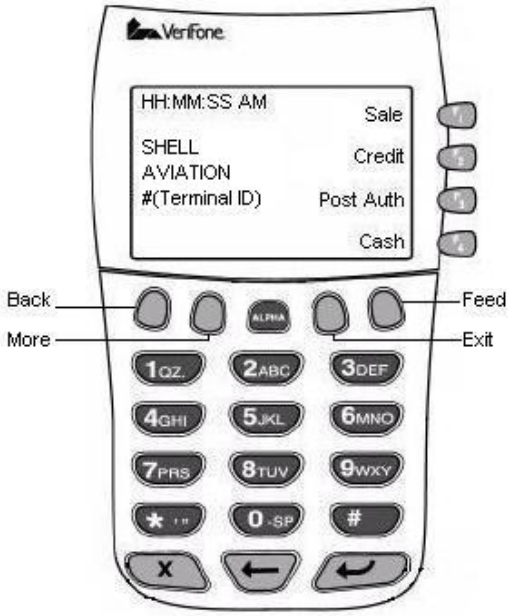
2. Push [Yes] to update or [No] to cancel.



6. Reports

6.1 Printing POS Reports

IDLE PROMPT



1. To print Reports, push [More].

2. Push [More] again, then push [Reports].

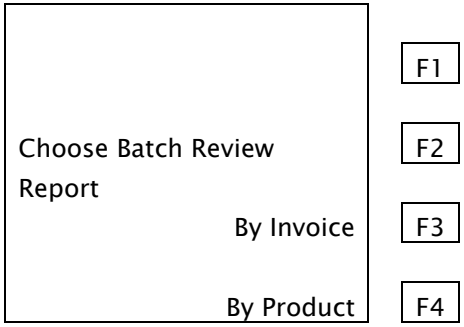
3. Choose the Batch.

	Current – 103	F1
Choose Batch	102	F2
	101	F3
	100	F4

4. Choose the Report.

	Review	F1
Choose Report	Balance	F2
	Settle Receipt	F3
	Print All	F4

5. If Review is chosen, choose the Batch Review Report.

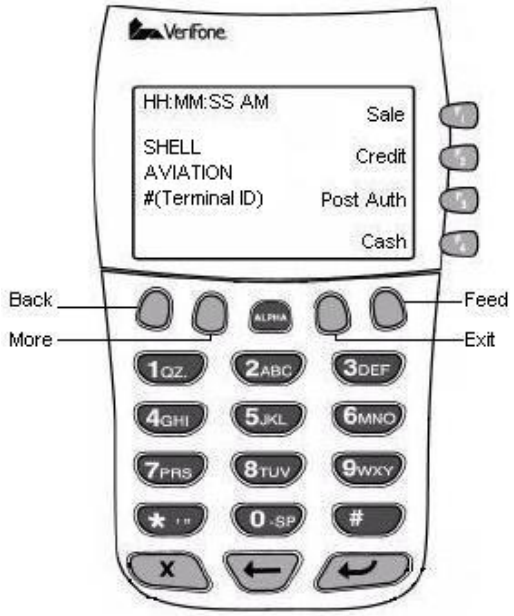


Refer to pages 40-41 for examples of all report receipts.

7. Product Codes

7.1 Printing The Product Codes Menu

IDLE PROMPT



1. To print the Product Codes Menu, push [More].

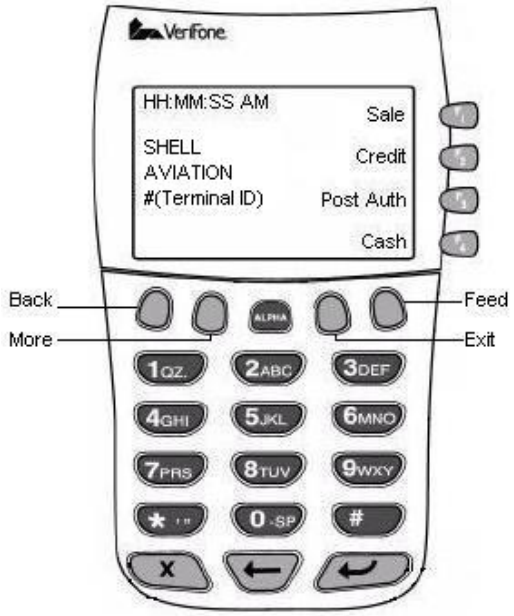
2. Push [More] again, then push [Product Codes].

3. The POS prints the Product Codes Menu.

8. Troubleshooting

8.1 Troubleshooting

IDLE PROMPT



Note: If you see the followinf screen, ONLY push the [RESTART] key [F4]. DO NOT push any other key.

SYSTEM ERROR	
ERROR LOG F2	F1
SYSTEM MODE F3	F2
RESTART F4	F3
	F4

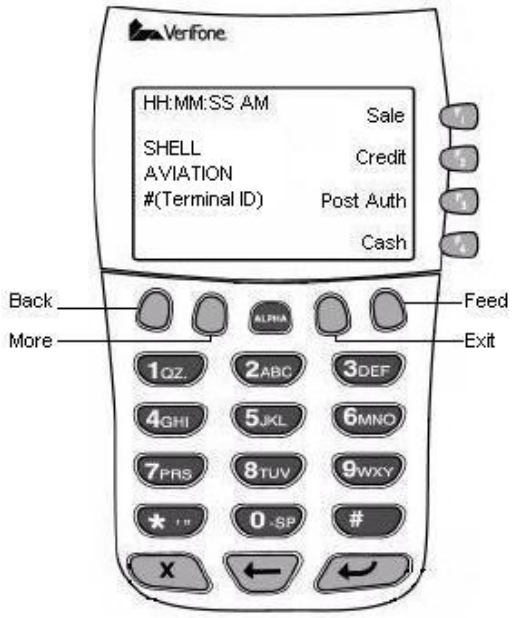
Following are some of the common errors you may encounter using the POS, along with possible solutions.

Error/Screen	Solution(s)
Against Policy	Turn Card type On in Location Menu
BUSY, LOST COMM W/ HOST, NO CARRIER, VFI NO LINE	Check all phone line connections, Make sure POS is on dedicated analog line, Check if POS needs a dial prefix
Card read not working	Reset power for at least five (5) seconds
Invalid Card	Card is not accepted

Invoice Not Found	Invoice is not in current batch or three (3) most recently settled batches
SYSTEM ERROR	Push [RESTART]

9. Case Scenarios

IDLE PROMPT



9.1 Changing Location VAT Number

1. Push the [More] key again, then push [Manager].

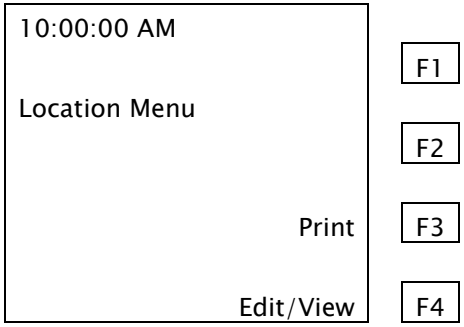
2. Enter the Manager Password, then push [Enter].

Enter Manager Password	F1
->	F2
	F3
	F4

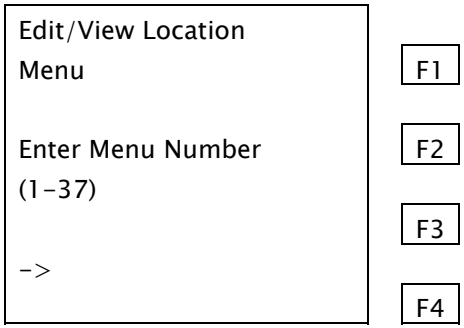
3. Push [Location].

10:00:00 AM	
Location	F1
Manager Price	F2
Menus	
Tax/Charges	F3
Product Codes	F4

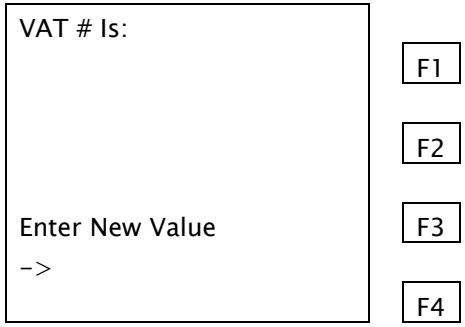
4. Push [Edit/View].



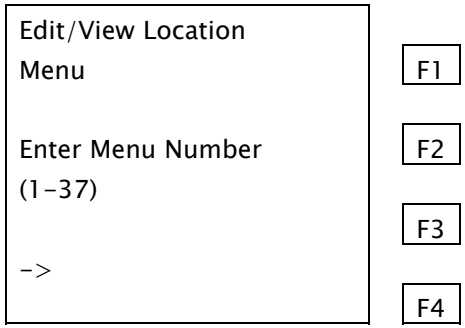
5. Push [4], then [Enter].



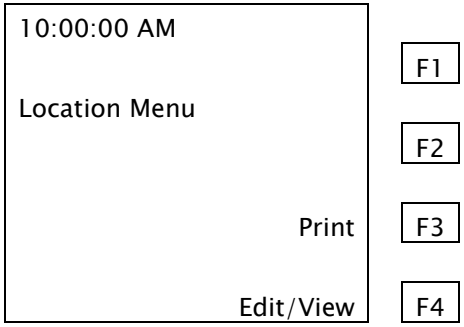
5. Enter the New Value, then push [Enter].



6. Push [Enter].



7. Push [Print].

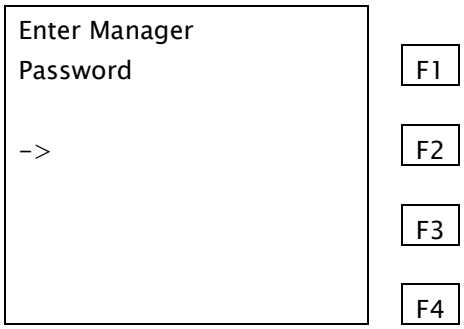


8. Verify information is correc t.

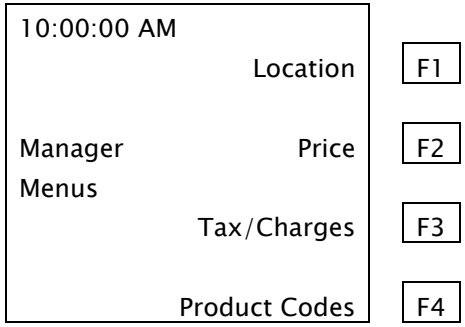
9.2 Changing Price - Jet A1

1. Push the [More] key again, then push [Manager].

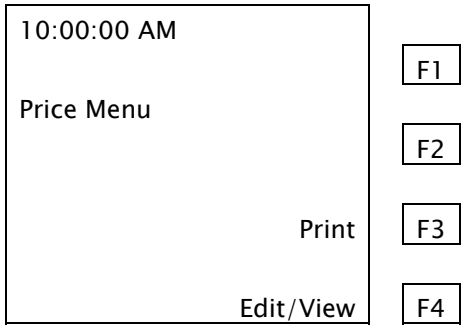
2. Enter the Manager Password, then push [Enter].



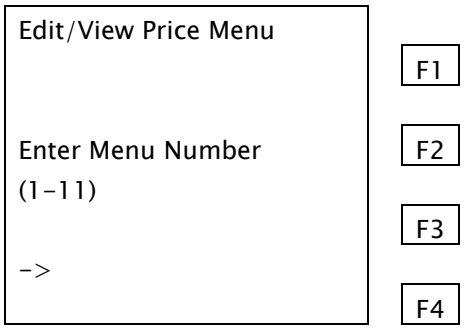
3. Push [Price].



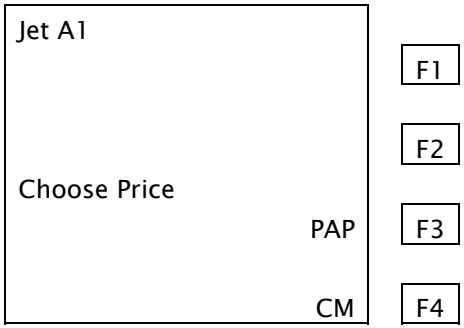
4. Push [Edit/View].



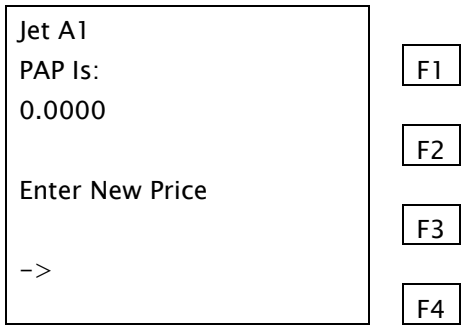
5. Push [4], then [Enter].



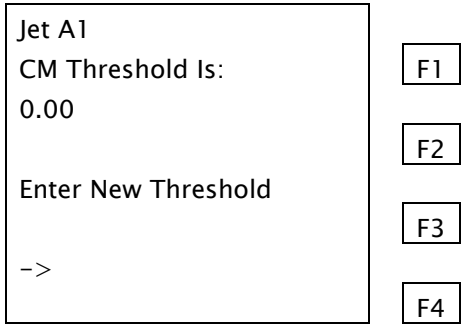
6. Choose the Price.



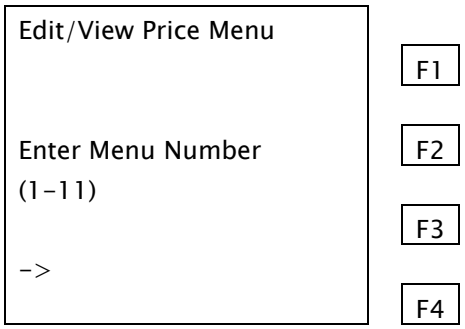
7. Enter the New Price, then push [Enter].



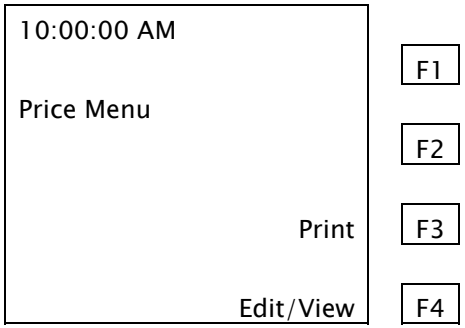
8. IF CM was chosen at step 6, enter the New Threshold, then push [Enter].



9. Push [Enter].



10. Push [Print].

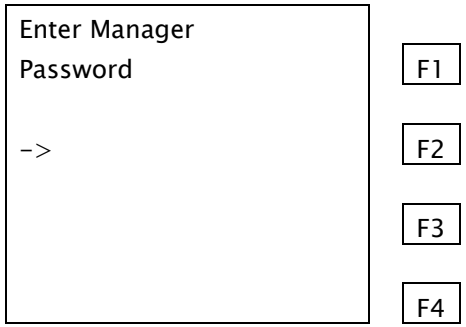


11. Verify information is correc t.

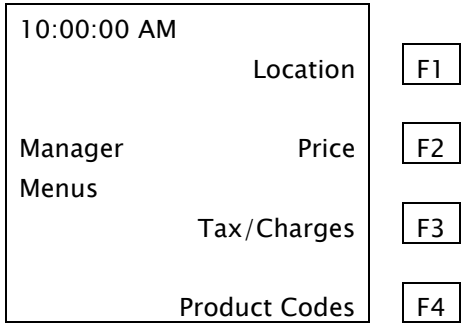
9.3 Changing Tax/Charges - VAT-Jet <= 2300 LT, Airfield Fee, Jet A1

1. Push the [More] key again, then push [Manager].

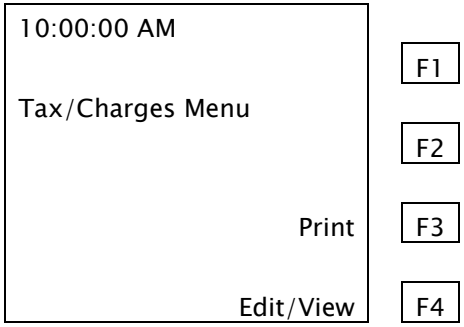
2. Enter the Manager Password, then push [Enter].



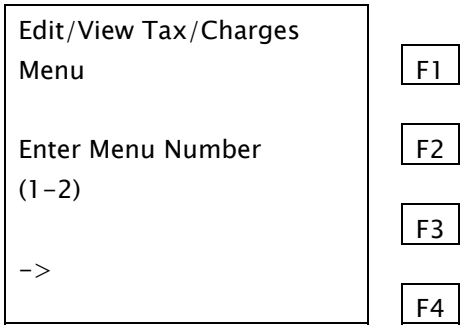
3. Push [Tax/Charges].



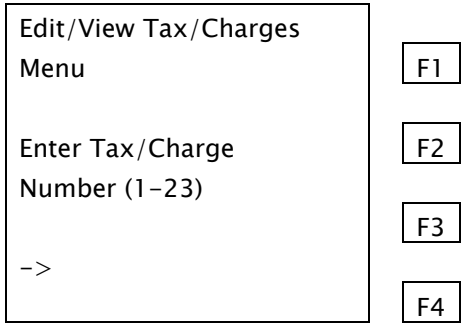
4. Push [Edit/View].



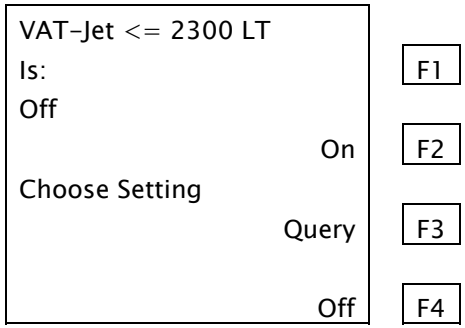
5. Push [1], then [Enter].



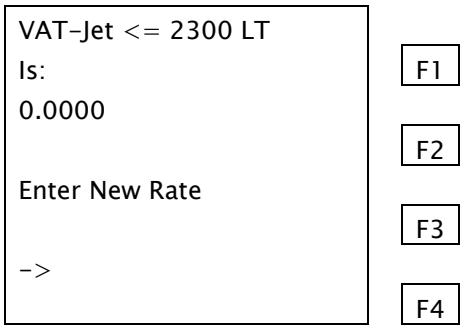
6. Push [2], [0], then [Enter].



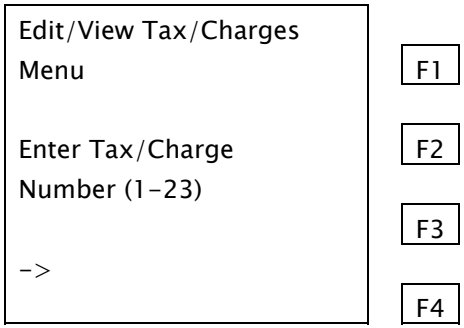
7. Choose the Setting.



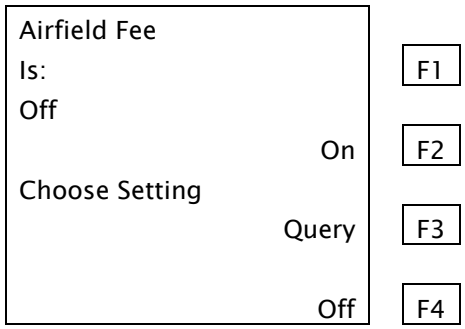
8. Enter the New Rate, then push [Enter].



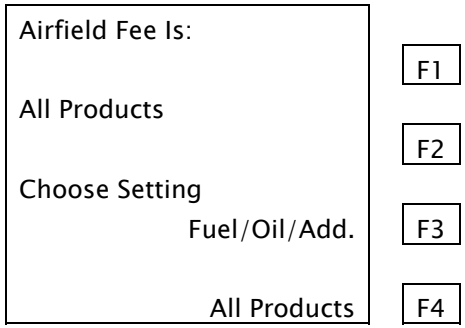
9. Push [1], then [Enter].



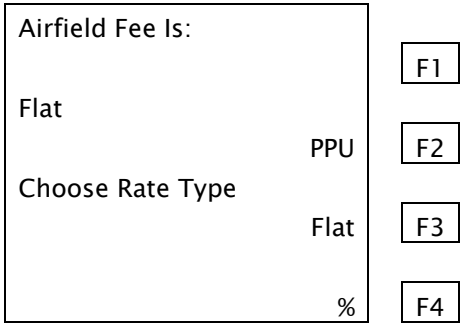
10. Choose the Setting.



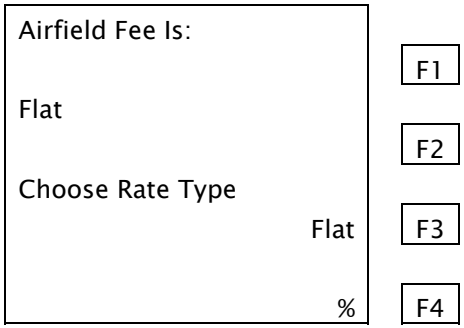
11. Choose the Setting.



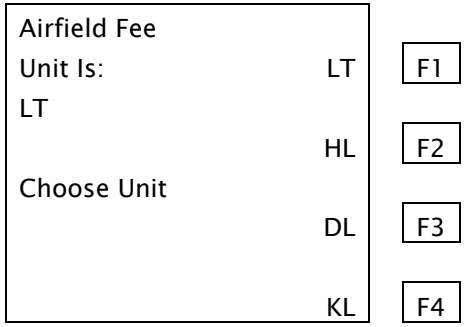
12. If Fuel/Oil/Add. is chosen, choose the Rate Type.



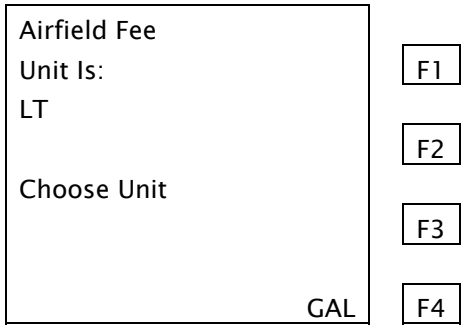
If All Products is chosen, choose the Rate Type.



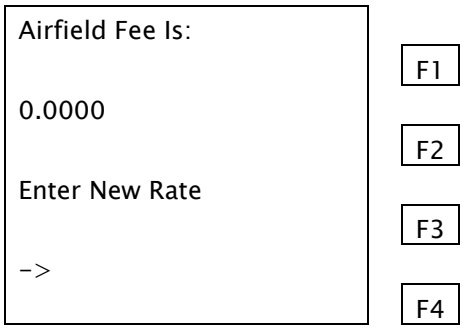
13. If PPU is chosen, choose the Unit, or push [More].



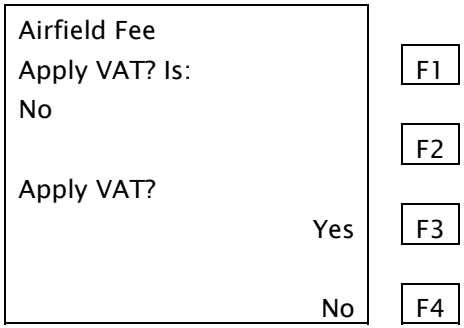
14. If [More] is pushed, choose the Unit.



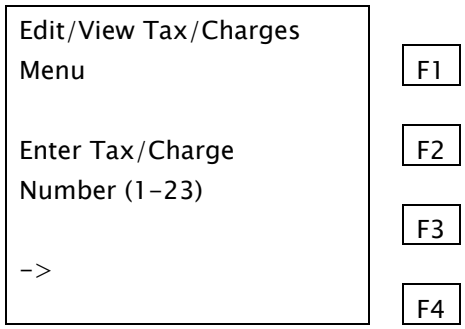
15. Enter the New Rate, then push [Enter].



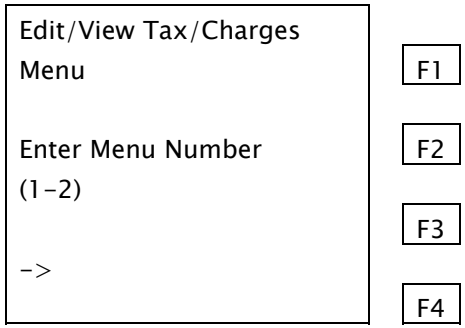
16. Choose the VAT application.



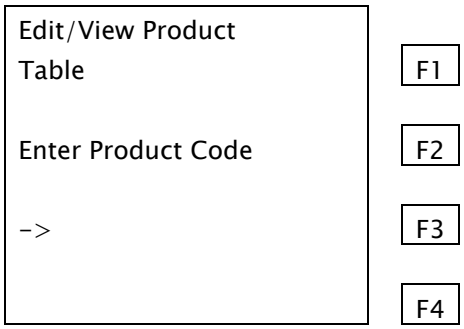
17. Push [Enter].



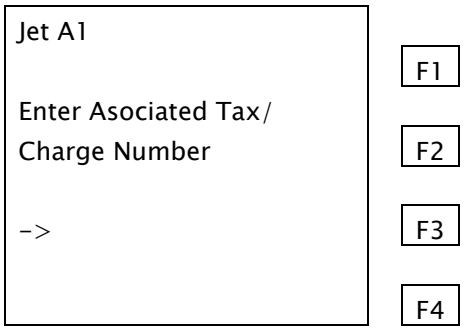
18. Push [2], then [Enter].



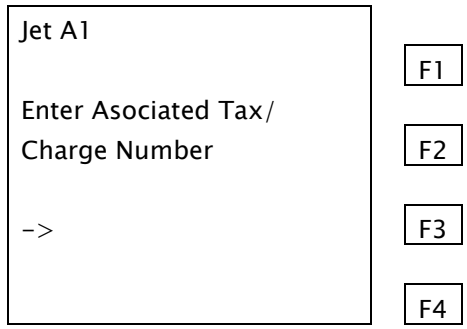
19. Push [4], then [Enter].



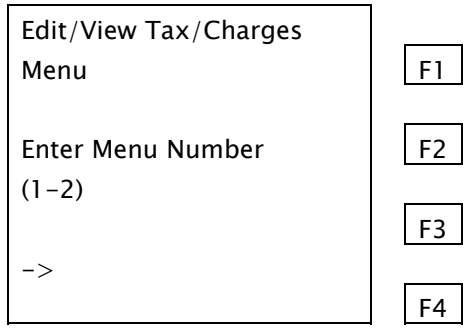
20. Enter the Associated Tax/Charge Number, then push [Enter].



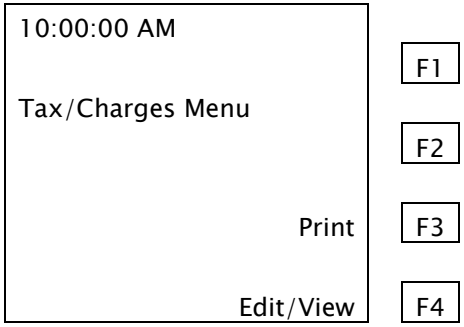
21. Push [Enter]



22. Push [Enter].



23. Push [Print].

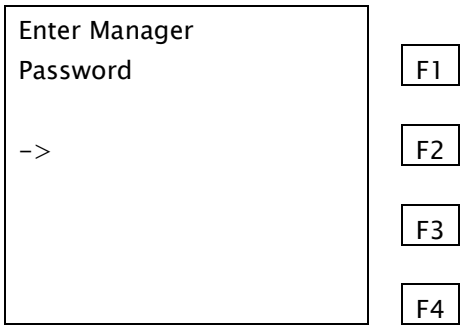


24. Verify information is correc t.

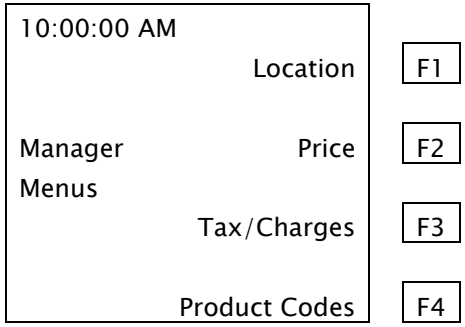
9.4 Setting Up Custom Product Code 51

1. Push the [More] key again, then push [Manager].

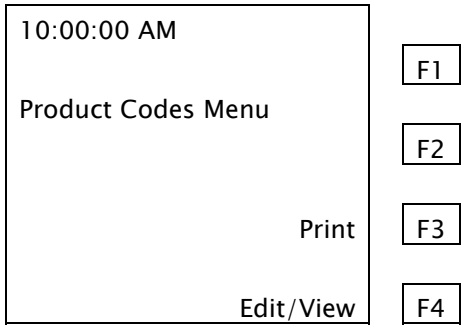
2. Enter the Manager Password, then push [Enter].



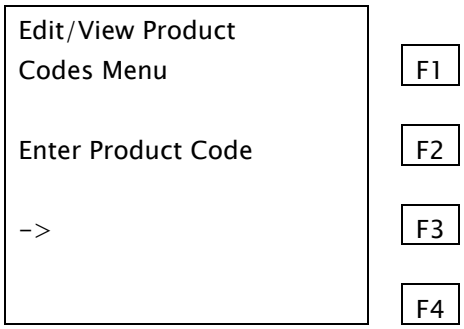
3. Push [Product Codes].



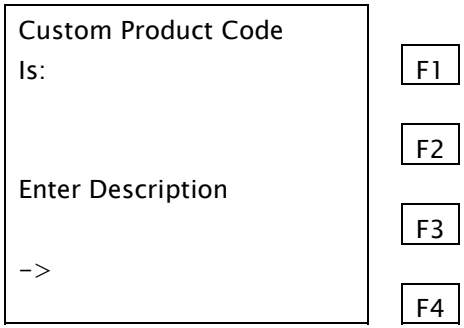
2. Push [Edit/View].



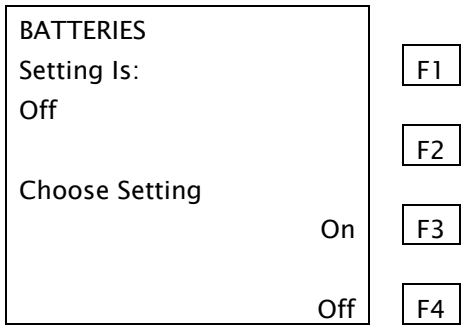
3. Enter the Product Code, then push [Enter].



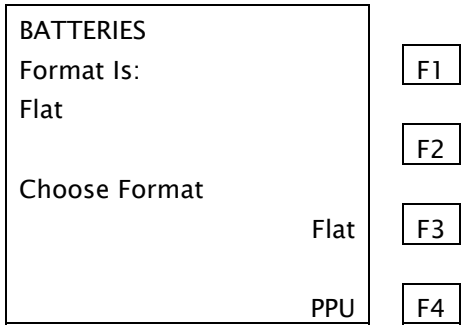
4. Enter the Description, then push [Enter].



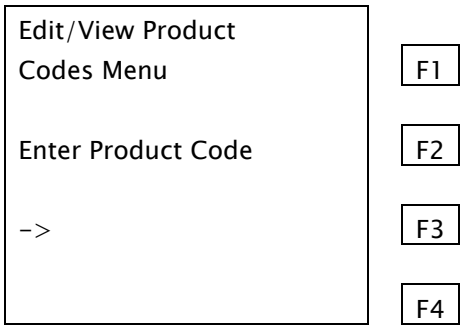
5. Choose the Setting.



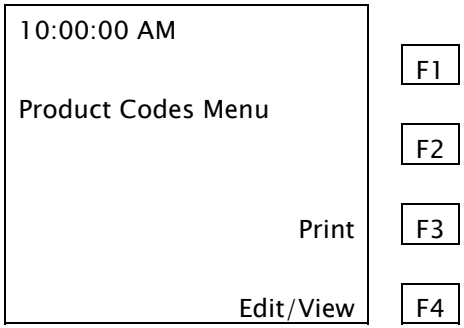
6. Choose the Format.



7. Push [Enter].



8. Push [Print].

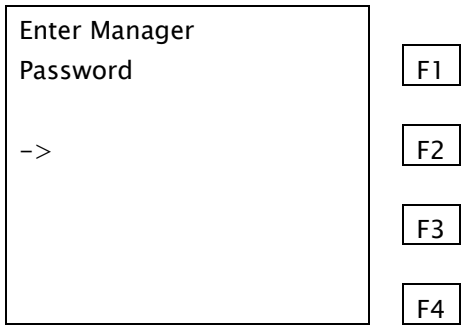


9. Verify information is correc t.

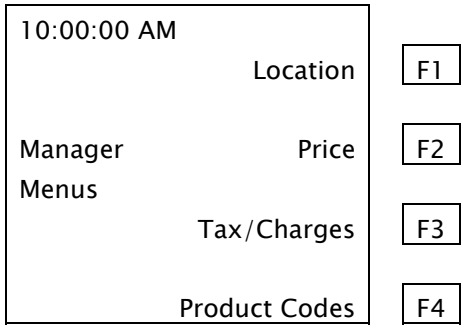
9.5 Changing Clock

1. Push the [More] key again, then push [Manager].

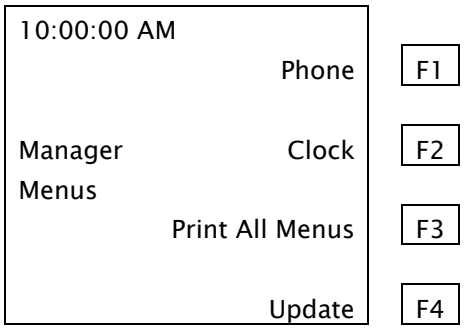
2. Enter the Manager Password, then push [Enter].



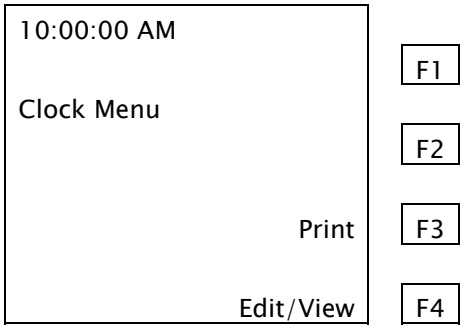
3. Push [More]



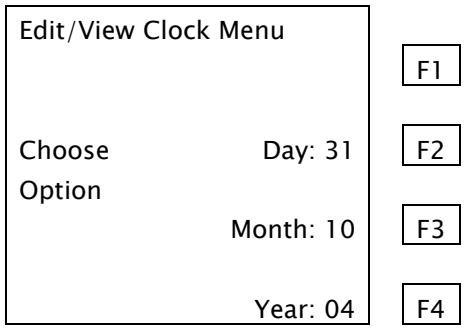
4. Push [Clock].



5. Push [Edit/View].

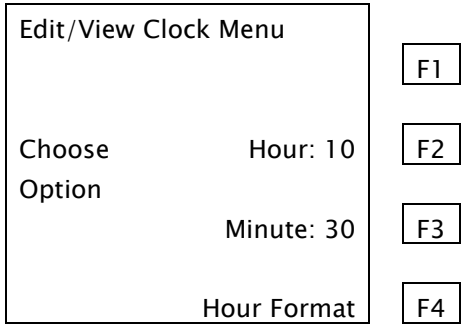


6. Choose the Option, or push [More].



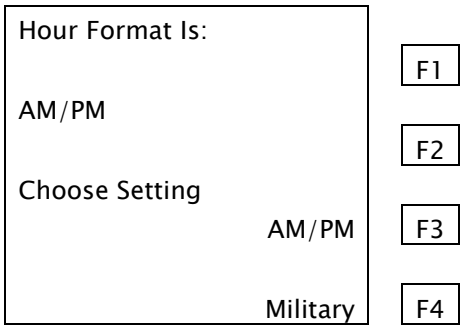
7. Enter the Day, Month, or Year depending on the Option chosen, then push [Enter].

8. If [More] is pushed, choose the Option.

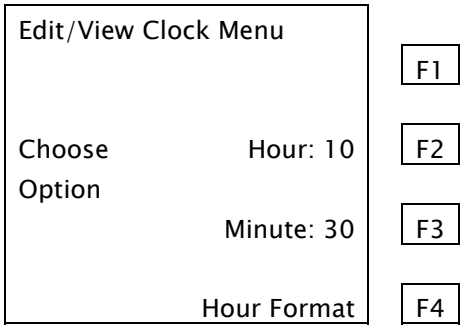


9. Enter the Hour or Minute depending on the Option chosen, then push [Enter].

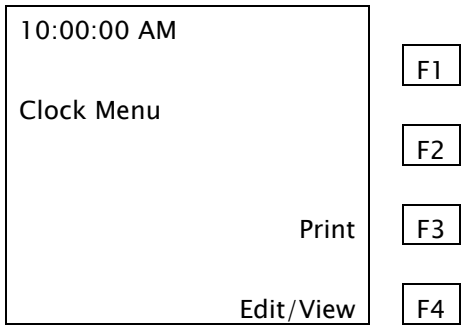
10. If Hour Format is chosen, choose the Setting.



11. Push [Exit].



12. Push [Print].



13. Verify information is correc t.

10. Units Of Measure Conversions

FROM	TO	FACTOR	FROM	TO	FACTOR
Gallon	Quart	4.0000	Decaliter	Gallon	2.6417
	Barrel	0.0238		Quart	10.5669
	Decaliter	0.3785		Barrel	0.0629
	Hectoliter	0.0379		Hectoliter	0.1000
	Kiloliter	0.0038		Kiloliter	0.0100
	Liter	3.7850		Liter	10.0000
Quart	Gallon	0.2500	Hectoliter	Gallon	26.4172
	Barrel	0.0060		Quart	105.6688
	Decaliter	0.0946		Barrel	0.6290
	Hectoliter	0.0095		Decaliter	10.0000
	Kiloliter	0.0009		Kiloliter	0.1000
	Liter	0.9464		Liter	100.0000
Barrel	Gallon	42.0000	Kiloliter	Gallon	264.1721
	Quart	168.0000		Quart	1056.6880
	Decaliter	15.8970		Barrel	6.2898
	Hectoliter	1.5897		Decaliter	100.0000
	Kiloliter	0.1590		Hectoliter	10.0000
	Liter	158.9700		Liter	1000.0000

Liter	Gallon	0.264
	Quart	1.0567
	Barrel	0.0063
	Decaliter	0.1000
	Hectoliter	0.0100
	Kiloliter	0.0010